



**THIS IS A SEALED BID  
PROPOSAL FOR:**  
INMATE FOOD OPERATION  
SERVICES AND/OR  
COMMISSARY SYSTEM,  
GOODS AND SERVICES  
FOR THE COUNTY ADULT  
DETENTION FACILITY

## **COUNTY OF MONTEREY CONTRACTS/PURCHASING DIVISION**

---

**GREG THOMAS**  
2300 Warrenville Road  
Downers Grove, Illinois 60515  
Cell: 972-266-3020  
Fax: 630-271-5758  
Web: [www.aramarkcorrections.com](http://www.aramarkcorrections.com)  
Email: [Thomas-Gregory9@aramark.com](mailto:Thomas-Gregory9@aramark.com)



# SECTION 1

# **REQUIREMENTS**

January 20, 2022

County of Monterey  
Contracts/Purchasing Division  
1488 Schilling Place  
Salinas, CA 93901



**RE: REQUEST FOR PROPOSAL #10788  
FOR FOOD AND/OR COMMISSARY SERVICES**

Aramark Correctional Services, LLC is a limited liability corporation created as a separate division of Aramark in 1980. We are pleased to submit the following proposal to the County of Monterey Contracts/Purchasing Division for the provision of food operation services and commissary system, goods and services at the Monterey County Jail.

**a. The name and address of Aramark Corporation is:**

Aramark Correctional Services, LLC  
2400 Market Street  
Philadelphia, Pennsylvania 19103

**b. The name, title, and telephone number of the Aramark contact person(s) is:**

Greg Thomas, Director of Business Development  
Email: Thomas-Gregory9@aramark.com  
Phone: 972-266-3020  
Fax: 630-271-5758

**c. The name and address of Aramark Corporation's Legal Department is:**

Aldie Loubier | Aramark | Vice President and Assistant General Counsel | Legal Department  
2400 Market Street, 8th Floor  
Philadelphia, PA 19103  
Phone: 215-238-3754

**d. I am an agent of Aramark Correctional Services, LLC (ACS) authorized to bind ACS to any contract for services resulting from this solicitation.**

My contact information is as follows:  
Michael Elchenko, Vice President  
2300 Warrenville Road  
Downers Grove, IL 60515  
Phone: (352) 303-3478  
Fax: (630) 271-5758  
Email: Elchenko-Michael@Aramark.com

Aramark looks forward to discussing this offer in detail with you and other appropriate representatives.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Elchenko".

Michael Elchenko  
Vice President, Growth  
Aramark Correctional Services

## SIGNATURE PAGE

COUNTY OF MONTEREY  
CONTRACTS/PURCHASING DIVISION

RFP # 10788

ISSUE DATE: REVISED – December 2, 2021



RFP TITLE: REVISED RFP 10788 – To Provide Food and Commissary Service

PROPOSALS ARE DUE IN THE OFFICE OF THE  
CONTRACTS/PURCHASING OFFICER BY  
3:00 P.M., LOCAL TIME, ON JANUARY 20, 2022

MAILING ADDRESS:  
COUNTY OF MONTEREY  
CONTRACTS/PURCHASING  
OFFICE  
1488 SCHILLING PLACE  
SALINAS, CA 93901

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO  
Jaime Ayala, EMAIL [ayalaj@CO.MONTEREY.CA.US](mailto:ayalaj@CO.MONTEREY.CA.US), (831) 783-7047

CONTRACTOR MUST INCLUDE THE FOLLOWING IN EACH PROPOSAL (1 original plus 3 copies):

ALL REQUIRED CONTENT AS DEFINED PER SECTION 8.1 HEREIN

This Signature Page must be included with your submittal to validate your proposal.  
Proposals submitted without this page will be deemed non-responsive.

CHECK HERE IF YOU HAVE ANY EXCEPTIONS TO THIS SOLICITATION.

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL

I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: Aramark Correctional Services, LLC Date January 18, 2022

Signature:  Printed Name: Michael Elchenko

Street Address: 2400 Market Street

City: Philadelphia State: PA Zip: 19103

Phone: (    ) 1-800-797-7090 Fax: (    ) 630-271-5758 Email: [elchenko-michael@aramark.com](mailto:elchenko-michael@aramark.com)

License No. (If applicable): \_\_\_\_\_

License Classification (If applicable): \_\_\_\_\_



# ADDENDUM

COUNTY OF MONTEREY  
CONTRACTS/PURCHASING DEPARTMENT

**Date:** Monday November 22, 2021

**To:** All Contractors Submitting Proposal Packages for RFP #10788 COMMISSARY-FOOD SERVICES

**From:** Jaime Ayala, Management Analyst II

**Subject:** Addendum No. 1

This addendum consists of **Calendar of Events Change for RFP #10788 TO COMMISSARY-FOOD SERVICES.**

- This acknowledgement signature page of Addendum No. #1 must be submitted with your proposal package.
- If this acknowledgement signature page is not submitted with your proposal package, your entire proposal package may be considered non-responsive.

**RECEIPT IS HEREBY ACKNOWLEDGED OF ADDENDUM NO. 1, RFP #10788**

Authorized Company Signature

Michael Elchenko  
Printed Name

January 4, 2022  
Date

Authorized Company Signature

Printed Name

Date



# ADDENDUM

## COUNTY OF MONTEREY

### CONTRACTS/PURCHASING DEPARTMENT

Date: **Tuesday December 7, 2021**

**To: All Contractors Submitting Proposal Packages for RFP #10788  
COMMISSARY-FOOD SERVICES**

**From: Jaime Ayala, Management Analyst II**

**Subject: Addendum No. 2**

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This addendum consists of a Responses to the Questions submitted, and the Q&A during the mandatory pre-bid walk through, for RFP #10788 TO COMMISSARY-FOOD SERVICES.

- This acknowledgement signature page of Addendum No. #2 must be submitted with your proposal package.
- If this acknowledgement signature page is not submitted with your proposal package, your entire proposal package may be considered non-responsive.

***RECEIPT IS HEREBY ACKNOWLEDGED OF ADDENDUM NO. 2, RFP #10788***

  
\_\_\_\_\_  
Authorized Company Signature

January 4, 2022

Date

Michael Elchenko

Printed Name

\_\_\_\_\_  
Authorized Company Signature

Date

\_\_\_\_\_  
Printed Name

***Included in Addendum #2:***

**Attachment 1 Meal Menus Reg Kosher Halal Snack**

**Attachment 2 menu pricing**

**Attachment 3 commissary pricing**

**Attachment 4 icaremenu\_12.3.2021**



# ADDENDUM

## COUNTY OF MONTEREY

### CONTRACTS/PURCHASING DEPARTMENT

**Date:** Thursday December 16, 2021

**To:** All Contractors Submitting Proposal Packages for RFP #10788  
COMMISSARY-FOOD SERVICES

**From:** Jaime Ayala, Management Analyst II

**Subject:** Addendum No. 3

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This addendum consists of a Responses to the Questions submitted, for the **REVISED RFP #10788 TO COMMISSARY-FOOD SERVICES.**

- This acknowledgement signature page of Addendum No. #3 must be submitted with your proposal package.
  
- If this acknowledgement signature page is not submitted with your proposal package, your entire proposal package may be considered non-responsive.

***RECEIPT IS HEREBY ACKNOWLEDGED OF ADDENDUM NO. 3, REVISED RFP #10788***

  
\_\_\_\_\_  
Authorized Company Signature

January 4, 2022

Date

Michael Elchenko

Printed Name

\_\_\_\_\_  
Authorized Company Signature

Date

\_\_\_\_\_  
Printed Name



# ADDENDUM

## COUNTY OF MONTEREY

### CONTRACTS/PURCHASING DEPARTMENT

**Date:** Thursday January 6, 2022

**To:** All Contractors Submitting Proposal Packages for RFP #10788  
COMMISSARY-FOOD SERVICES

**From:** Jaime Ayala, Management Analyst II

**Subject:** Addendum No. 4

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This addendum consists of a Clarification to the Questions submitted, for the **REVISED RFP #10788 TO COMMISSARY-FOOD SERVICES.**

- This acknowledgement signature page of Addendum No. #3 must be submitted with your proposal package.
- If this acknowledgement signature page is not submitted with your proposal package, your entire proposal package may be considered non-responsive.

***RECEIPT IS HEREBY ACKNOWLEDGED OF ADDENDUM NO. 4, REVISED RFP #10788***

  
Authorized Company Signature

January 13, 2022

Date

Michael Elchenko

Printed Name

Authorized Company Signature

Date

Printed Name

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# EXECUTIVE SUMMARY

It has been Aramark's privilege to be a long term partner with Monterey County. Over the course of our partnership, the food and commissary operations has evolved and increased in complexity. For the current Request for Proposal, we have reevaluated our overall operations and developed a strategy to support efficiencies and continue our high level of service. We believe our proposal outlines a customized approach to ensure the needs and requirements of Monterey County are thoroughly addressed.

While a key focus of our proposal is to continue to provide inmates and families with the lowest possible cost within the context of a high-quality service, Aramark is proposing options and program enhancements that we believe will better meet your changing needs. Today, our approach to the correctional commissary business is moving to a more holistic, customized approach. This evolution encompasses concepts such as healthier menus; enhanced third-party quality audit procedures; ongoing community outreach initiatives; sustainability planning; and capital support for our customers' needs. Aramark is a leader in this commitment to change, developing and enhancing meaningful partnership commitments to our client families and communities.

## MANAGEMENT TEAM

We know the success of any food service and commissary program begins with the right team on the ground. Our team is led by Food Service Director Marco De La Rosa, who has spent 19 years of his career with Aramark and Monterey County Sheriff's Office. His success does not just depend on his experience, but is driven by our dedicated support team.

Aramark also understands that our dedicated team's success is fostered by a strong leadership team, which includes District Manager Michael Maltese and Regional General Manager Hal Yasa. Our leadership focuses on ensuring each manager and supervisor has the necessary tools and training to successfully support Monterey County food and commissary operations. Our goal is to ensure the team is dedicated to delivering consistently high levels of service and ensuring effective and efficient operations.

Our team continues their focus on identifying and retaining quality staff by collaborating with internal staffing teams and providing competitive salaries. We continue to build a solid team of professionals who have the desire to work in the correctional world.

# OUR COMMITMENT

Aramark values our long-term partnership with Monterey County. We know consistent food and commissary operations cannot be delivered by trying to cut costs. Our focus is around developing the best-quality menu and efficient operations to drive productivity. We are committed to providing best-in-class service and the following are examples within our proposal, which highlight our commitment.

- **HEALTHY ALTERNATIVES AND INNOVATION**— We fully understand the focus of providing healthy alternatives and the minimum requirements outlined within this RFP. We are focused focused on ensuring our menu provides fruit, whole grain and low calories foods in support of the County's healthy option initiatives.
- **PEOPLE INVESTMENT**—Over the last year, we have seen a dramatic shift in the workforce and we recognize that we are all facing challenges. Providers have to be competitive in the market, and that does not mean hiring just above a minimum wage, but ensuring wages are in alignment with local living wages. Additionally, we have enhanced our staff retention program focusing on wage increases based upon service time. We feel increase in the hourly wage is critical to open the talent pool and ensure we have the experienced staff to support our operations.
  - We are also excited about the opportunity to continue our IN2WORK program, which current focuses on training related to kitchen basics, food service management and ServSafe certification. We are excited about the opportunity to expand our training programs to include our retail certification, which was developed in conjunction with the National Retailers association. Monterey County has seen the first hand success from this program and we are excited to continue this success.
- **PERFORMANCE**—Monterey County commissary operations require a partner to ensure the ongoing review of all programs and processes to ensure commission growth. The RFP requires a detailed review of Aramark's approach to ensuring programs are implemented that create demand for brand products, which also allow families and friends the opportunity to connect with incarcerated loved ones.

To meet the requirements of Monterey County, our performance is driven by a number of factors, including innovative programs, operational efficiencies, and the ongoing review of processes and procedures. Since Aramark has transitioned commissary operations, commissions have grown over 20% each year.

This has been driven by our focus on delivering customizable and varied solutions to commissary packages. Additionally, Aramark is focused on the value of brand recognition. A vendor views inmates as a captive audience who will buy whatever is placed on the menu. Aramark is a partner that views inmates as consumers and offers them the products, pricing, and service they see on the outside. This latter approach has positive ripple effects throughout the facility, impacting inmate satisfaction, grievances, morale, and revenues.

To ensure operations continue to operate at the highest level, we continually engage operational experts within Aramark along with implementing updated best practices focused on efficiencies. This provides for an agile environment able to adapt to all daily challenges.

# FINANCIAL

We understand that Monterey County is focused on the best value at the best available price. This does not just apply to offender meal pricing but also our commissary menu. Because of this, our approach is:

- Our focus related to commissary pricing is to offer the lowest prices possible to the inmates. All products offered at Monterey County commissary are significantly below convenience retail pricing as well as significantly below national average correctional pricing. Along with offering overall low pricing to the inmates, we placed an additional emphasis on ensuring the lowest possible pricing on "healthy" items as well as "need to have" items such as clothing, shoes, hygiene, etc - pricing some items at/below our cost. We believe this approach best supports the County's objectives of both passing along the commission savings to the inmates/families as well as ensuring the overall stated nutrition needs are met through low pricing on healthy items.
- As it relates to inmate meal pricing, we evaluated cost factors such as staffing, food cost and general expenses. The newest component supporting inmate meals is the \$150,000 annual requirement for equipment. This addition equates to \$0.15 in inmate meal pricing. Based upon our evaluation, we have been able to mitigate the increase in meal pricing that generally occur with a similar annual requirement.

# CONCLUSION

Monterey County is a valued customer and we sincerely appreciate our many years of partnership. Our objective in this proposal is to demonstrate why we believe we are the right company to continue managing the food and commissary operations. We have the dedicated resources, repeatable processes, and expertise to meet and exceed your expectations. We have a dedicated staff focused on supporting your food and commissary operations, and we are committed to transforming your expectations of a true partnership. We sincerely appreciate your time and consideration and look forward to discussing this proposal with you and answering any questions you may have.



## SECTION 2

# PRICING & WARRANTY

As outlined and required within this RFP, Aramark will comply with the annual \$150,000 maintenance and replace target. As new equipment purchases and repairs are completed, we will ensure the Monterey County has all the necessary warranty documentation. As part of our processes, we will also monitor and manage the warranty process and issues.

Below, we have outlined two meal pricing options. These reflect the prices associated with food service if awarded as a standalone option along with the cost associated with combining food and commissary services.

# FOOD STANDALONE

## ATTACHMENT A PRICING FOR MEALS

**As full and complete compensation to CONTRACTOR for all food, labor and material furnished and all services performed pursuant to the AGREEMENT Scope of Services, County shall pay CONTRACTOR in an amount based solely on the cost per meal served.**

1) Proposers are required to complete the table below and submit with their proposal. Proposals submitted without this sheet shall be considered non-responsive.

Inmate Count:	1-499	500-600	601-650	651-700	701-750	751-800	801-850	851-899
<b>COST PER EACH MEAL:</b>	<u>\$1.861</u>	<u>\$1.601</u>	<u>\$1.471</u>	<u>\$1.421</u>	<u>\$1.378</u>	<u>\$1.341</u>	<u>\$1.309</u>	<u>\$1.280</u>
Inmate Count:	900-950	951-1000	1001-1050	1051-1100	1101-1150	1151-1200	1201-1250	1251-1300
<b>COST PER EACH MEAL:</b>	<u>\$1.255</u>	<u>\$1.232</u>	<u>\$1.212</u>	<u>\$1.193</u>	<u>\$1.177</u>	<u>\$1.161</u>	<u>\$1.147</u>	<u>\$1.134</u>

County may negotiate additional pricing scales depending on inmate count.

2) Meals for visitors and special functions: CONTRACTOR shall include in its proposal the proposed percentage ( % ) of markup on costs to supply meals in these circumstances:

10 % markup on visitor meals or meals for special functions.

Prices quoted above are all-inclusive of all goods and services, plus any and all applicable taxes, fees, surcharges, etc.

County and CONTRACTOR acknowledge and agree that pricing will adjust at the beginning of each fiscal year (July 1<sup>st</sup> ) per the Consumer Price Index, All Urban Consumers, U.S. City Average (CPI-U), after the initial term of the AGREEMENT. Any changes other than the CPI-U adjustment changes shall require a written amendment to the AGREEMENT.

# FOOD WITH COMMISSARY

## ATTACHMENT A PRICING FOR MEALS

**As full and complete compensation to CONTRACTOR for all food, labor and material furnished and all services performed pursuant to the AGREEMENT Scope of Services, County shall pay CONTRACTOR in an amount based solely on the cost per meal served.**

1) Proposers are required to complete the table below and submit with their proposal. Proposals submitted without this sheet shall be considered non-responsive.

Inmate Count:	1-499	500-600	601-650	651-700	701-750	751-800	801-850	851-899
<b>COST PER EACH MEAL:</b>	<u>\$ 1.821</u>	<u>\$ 1.561</u>	<u>\$ 1.431</u>	<u>\$ 1.381</u>	<u>\$ 1.338</u>	<u>\$ 1.301</u>	<u>\$ 1.269</u>	<u>\$ 1.240</u>
Inmate Count:	900-950	951-1000	1001-1050	1051-1100	1101-1150	1151-1200	1201-1250	1251-1300
<b>COST PER EACH MEAL:</b>	<u>\$ 1.215</u>	<u>\$ 1.192</u>	<u>\$ 1.172</u>	<u>\$ 1.153</u>	<u>\$ 1.137</u>	<u>\$ 1.121</u>	<u>\$ 1.107</u>	<u>\$ 1.094</u>

County may negotiate additional pricing scales depending on inmate count.

2) Meals for visitors and special functions: CONTRACTOR shall include in its proposal the proposed percentage ( % ) of markup on costs to supply meals in these circumstances:

10 % markup on visitor meals or meals for special functions.

Prices quoted above are all-inclusive of all goods and services, plus any and all applicable taxes, fees, surcharges, etc.

County and CONTRACTOR acknowledge and agree that pricing will adjust at the beginning of each fiscal year (July 1<sup>st</sup> ) per the Consumer Price Index, All Urban Consumers, U.S. City Average (CPI-U), after the initial term of the AGREEMENT. Any changes other than the CPI-U adjustment changes shall require a written amendment to the AGREEMENT.

## ATTACHMENT B COMMISSARY MENU PRICING SHEET

All proposers are required to complete this form as indicated without alterations.

**Include commissary menu pricing as a submitted separately attachment.**

It is desirable to the County to acquire a Commissary System that is hosted by CONTRACTOR and offers internet functionality for broader and easier accessibility. Ideally the cost to the County would be minimal or nonexistent as CONTRACTOR would make their profit off the commissary transactions minus the mutually agreed upon percentage for commission which goes to County as per the rate herein.

**Any and all costs to County for the proposed Commissary System are to be itemized and submitted separately.**

The following pages outline our commissary menu options as required within the RFP. We have provided a 0% commission menu, which provides the base pricing for all of our commissary items. Each additional menu, outlines the final commissary prices at the appropriate commission level.

Any items listed with a STAR next to them are offered at 0% commission.

# BASE MENU



## Monterey Commissary



Prices do not include tax

### HEALTH & BEAUTY

PLU	Item	Price
1464	3N1 MENS VO5	\$1.27
1051	ALCOHOL FREE MOUTHWASH 4Z	\$0.60
1042	ANTIFUNGAL CREAM	\$0.81
1478	BODYGUARD CLEAR STK DEOD	\$1.10
1407	CHAP ICE LIP BALM	\$0.36
1110	CLEAR CONDITIONER 4Z	\$0.45
1415	CLEAR RINSE DANDRUFF 16Z SHAMPOO	\$1.13
1156	CLEAR SHAMPOO & BODY WASH 4Z	\$0.45
1113	COCOA BUTTER LOTION 4Z	\$0.45
1485	COCOA BUTTER PETROLEUM JELLY	\$0.89
1079	COLGATE TOOTHPASTE CLEAR	\$2.60
1150	DENTURE ADHESIVE	\$2.07
1653	DEODORANT PACKET	\$0.70
1215	DIAL HYPOALLERGENIC SOAP	\$0.86
1059	FOOT POWDER 4Z	\$0.95
1147	FRESHSCENT CLEAR DEOD 1.6Z	\$0.53
1282	GO FLOSS LOOPS 30CT	\$2.26
1387	HAIR GREASE	\$1.64
1086	HAIR PICK	\$0.12
1265	HAIR TIES 18CT	\$0.56
1093	HALLS MENTHOL 9CT	\$0.68
1176	HEAD&SHOULDERS 1.7Z	\$0.85
1017	HYDROCORTISONE CREAM .5Z	\$0.80
1114	LOTION 4Z	\$0.45
1063	MAGIC SHAVE CREAM 6OZ	\$2.95
1152	NON ASPIRIN 2PK	\$0.07
1105	NOXZEMA 2Z	\$1.40
1040	PALM HAIR BRUSH	\$0.17
1467	SOAP DISH	\$0.26
1194	STYLING GEL 2Z	\$0.67
1179	THUMB TOOTHBRUSH	\$0.15
1471	TRIPLE ANTIBIOTIC .9G	\$0.38
1315	TUMS 12CT	\$1.55
1267	V05 2IN1 SHAMPOO/COND	\$1.59
1412	DALAN SOAP TROPICS	\$0.37
1061	DOVE SOAP	\$1.73
1027	IRISH SPRING 3.2Z	\$0.69

### CANDY

9006	ASST JOLLY RANCHER	\$1.30
9002	ATOMIC FIREBALLS	\$1.30
9016	BABY RUTH	\$0.75
9004	BUTTERSCOTCH DROPS	\$0.75
9030	CINNAMON DISCS	\$0.75
9018	LEMON DISKS	\$0.76
9007	M&M'S PEANUT	\$0.75
9017	SF ASSORTED CANDY 2Z	\$0.87
9055	SOUR BALLS 4.5Z	\$0.78
9195	SOUR NEON WORMS 4Z	\$0.98
9675	SOUR PATCH KIDS BLUE RAZ	\$1.44
9658	SR PUNCH STRAWS BLUE RASP	\$1.21
9294	TAKE 5 BAR 1.5Z	\$0.75

### COOKIES & PASTRIES

5120	BUDDY BAR	\$0.58
5071	CARROT CAKE FRESHLEYS	\$1.03
5206	CHOC BROWNIE COOKIESMAS	\$0.45
5005	CHOCOLATE CUPCAKES	\$1.03
5008	FRESHLEYS HONEY BUN ICED 6Z	\$1.03
5066	FRESHLEYS STRAWBERRY DANISH 4 OZ	\$1.03
5035	NV GRANOLA OAT&HNY	\$0.43
5068	NV PEANUT BUTTER GRANOLA BAR	\$0.43
5164	RICE KRISPIE TREAT 2.13Z	\$0.86
5055	STRAWBERRY CREME COOKIES 5Z	\$0.66
5012	STRAWBERRY POPTARTS 2PK	\$0.87
5218	ZINGER VANILLA 3CT	\$1.03
9999	COOKIE LEMON BURST MINI GF	\$1.03
9999	CHEWY GRANOLA FRUIT & NUT BAR	\$0.64
6322	CLIF BAR Z BAR CHOCOLATE BROWNIE	\$0.77
5214	FIBER ONE BAR CHEWY OATS & CHOC	\$0.60

### POSTAGE

2000	STAMP BOOK OF 10 ***	\$5.80
2001	STAMPED ENVELOPE ***	\$0.73

### CLOTHING

PLU	Item	Price
8410	BLK VELCRO SH 6	\$7.15
8205	BLK VELCRO SH SZ7	\$7.15
8206	BLK VELCRO SH SZ8	\$7.15
8207	BLK VELCRO SH SZ9	\$7.15
8208	BLK VELCRO SH 10	\$7.15
8209	BLK VELCRO SH 11	\$7.15
8210	BLK VELCRO SH 12	\$7.15
8217	BLK VELCRO SH SZ13	\$7.15
8255	BLK VELCRO SH SZ14	\$7.15
8489	SHORTS GRAY SZ SML	\$5.83
8490	SHORTS GRAY SZ MED	\$5.83
8224	SHORTS GRAY SZ LG	\$5.83
8225	SHORTS GRAY SZ XL	\$5.83
8226	SHORTS GRAY 2XL	\$5.83
8227	SHORTS GRAY 3XL	\$10.45
8228	SHORTS GRAY 4XL	\$12.33
8361	PVC BLACK SANDAL LRG	\$5.28
8362	PVC BLACK SANDAL MED	\$5.28
8363	PVC BLACK SANDAL SM	\$5.28
8364	PVC BLACK SANDAL XL	\$5.28
8491	PVC BLACK SANDAL 2XL	\$5.28
8292	PVC BLACK SANDAL 3XL	\$5.28
8075	THONGSANDLS L BLK	\$0.63
8074	THONGSANDLS M BLK	\$0.63
8073	THONGSANDLS S BLK	\$0.63
8076	THONGSANDLS XL BLK	\$0.63

### GENERAL MERCHANDISE

7178	MONO/STEREO ADAPTOR ***	\$3.65
7340	SENTRY EARBUD	\$3.74
7114	LAUNDRY BAG ***	\$6.54
7088	PILLOW ***	\$9.16
7012	8.5X11 SCRATCH PAD	\$1.26
7000	9X12 MANILLA ENVELOPE	\$0.15
7004	CARD BDAY W/S	\$0.85
7005	CARD HOLIDAY W/S	\$0.85
7030	CARD KID BDAY W/S	\$0.85
7029	CARD LOVE W/S	\$0.85
7014	CARD SPH BDAY W/S	\$0.85
7031	CARD SPH LOVE W/S	\$0.85
7121	CARD THINKOFYU W/S	\$0.85
7131	COLOR PENCIL 12CT 3.5IN	\$0.89
7914	COLORING BOOK	\$0.69
7033	CROSSWORD PUZZLE BOOK	\$0.65
7045	EAR PLUGS PAIR	\$0.62
7022	GOLF PENCIL	\$0.03
7032	PENCIL CAP ERASERS	\$0.04
7038	PINOCHLE CARDS	\$1.05
7010	PLAYING CARDS	\$1.05
7077	READING GLASSES 1.25	\$2.34
7039	READING GLASSES 1.50	\$2.34
7078	READING GLASSES 1.75	\$2.34
7040	READING GLASSES 2.00	\$2.34
7079	READING GLASSES 2.25	\$2.34
7041	READING GLASSES 2.50	\$2.34
7081	READING GLASSES 2.75	\$2.34
7042	READING GLASSES 3.00	\$2.34
7027	SUDOKU BOOK	\$0.65
7068	WASH CLOTH	\$0.19
7099	WHITE LEGAL PAD	\$0.63
7003	WORD SEARCH BOOK	\$0.65

\*\*\* Order Limit \$125.00 Per Week \*\*\*

\$125.00 INCLUDES COMMISSARY ONLY. LIMIT OF 1  
COMMISSARY ORDER PER WEEK. VERIFY FUNDS  
IN YOUR ACCOUNT BEFORE PLACING ORDERS ON THE  
TABLET OR YOUR ORDER WILL NOT BE FILLED.  
ICARE'S ARE NOT PART OF THE LIMIT. LIMIT OF 6  
ICARES PER WEEK. PRICES ARE SUBJECT TO CHANGE  
AND SUBSTITUTIONS WILL NOT BE MADE.

### CHIPS & SNACKS

PLU	Item	Price
6001	CHEETOS CRUNCHY	\$0.69
6068	CHEETOS FH LIMON	\$0.69
6002	CHEETOS FLAMIN HOT	\$0.69
6021	CHEETOS JALAPENO	\$0.69
6086	CHEX MIX TRADITIONAL	\$0.69
6009	DORITOS NACHO 1.75Z	\$0.69
6000	DORITOS SPICY SWEET CHILI	\$0.69
6015	HOT PORK RINDS	\$0.69
6049	KARS SALTED PEANUTS 1Z	\$0.69
6188	KARS SRIRACHA PEANUTS	\$0.83
6274	KARS YOGURT APPLE NUT MIX	\$0.72
6012	LAYS BBQ CHIPS	\$0.69
6018	LAYS SC & ONION	\$0.69
6240	MISS VICKIES JALA CHIPS	\$0.69
6237	ROLD GOLD TINY TWIST PRETZELS	\$0.69
6117	SNYDERS JALA PRETZEL BITS	\$0.69
6507	TAKIS FUEGO 2Z	\$0.86
6238	TGIF POTATO CHD & BACON	\$0.69
9999	KARS MANGO PINEAPPLE MIX	\$0.69
9999	PISTACHIOS 100 CAL ROASTED/SALT	\$0.95
6335	SNYDER'S OLDE TYME PRETZELS LSS	\$0.69
6252	WHEAT THINZ	\$0.69
6907	KARS SALTED ALMONDS 1Z	\$0.69
9999	LAYS CRISPS BAKED SRCRM & ONION	\$0.69

### FOOD

4476	CASCABELLA PEPPERS	\$0.51
4002	CHED CHEESE SQZR	\$0.52
4068	DBL BRL HOT SHOTS	\$0.68
4069	DBL BRL SALAMI	\$0.68
4070	DBL BRL SPICY MEAT & CHS	\$0.79
4004	DILL PICKLE HOT TITOS 5Z	\$0.85
4482	HABANERO CHS SQZR 1Z	\$0.52
4298	HOMETOWN JALA SS	\$2.29
4125	HOT SAUCE PKT	\$0.11
4007	JALAPENO CHEESE SQZR 1Z	\$0.52
4233	LIGHT TUNA POUCH	\$1.54
4093	MOZZ CHS STICK 4Z	\$1.73
4049	OATMEAL VAR BOX	\$3.15
4011	PEANUT BUTTER SQZR 1Z	\$0.43
4126	PICANTE SAUCE PKT .5Z	\$0.17
4014	RAMEN CHICKEN	\$0.69
4015	RAMEN CHILI	\$0.69
4284	RAMEN CHILI LIME SHRIMP MARUCHAN	\$0.69
4311	RAMEN CRMY CHICKEN	\$0.69
4016	RAMEN PICANTE BEEF	\$0.69
4395	RAMEN PICANTE CHICKEN	\$0.69
4033	RAMEN SHRIMP	\$0.69
4193	RANCH DRESSING 1.5Z	\$0.37
4107	REF BEANS W/ JALA 4Z HOMETOWN	\$1.04
4029	REFRIED BEANS HOMETOWN 8Z	\$1.49
4143	SARDINES HOT SAUCE GEISHA	\$1.30
4454	SMR SSGE MESQUITE HOMETOWN	\$2.29
4021	SPAM 2.5Z	\$1.51
4554	TITOS DILL PICKLE KOSHER	\$0.77
4164	TITOS JALAPENO SLICES	\$0.35
3988	TYSON CHKN BREAST 7Z	\$4.08
4048	VISTA SALTINES BOX	\$2.25
4111	WHITE RICE 7Z INST	\$1.21

### BEVERAGE

3257	10 PK SUGAR SUBSTITUTE	\$0.13
3260	COFFEE PREMIUM 3Z MAXIMA	\$3.99
3003	CREAMER 10 CT	\$0.32
3299	FOLGERS INSTANT COFFEE	\$5.99
3298	HAZELNUT COFFEE IND TASTERS CHOICE	\$0.38
3584	LEMON BERRY 10CT WYLERS LIGHT	\$1.99
3071	SF FRUIT PUNCH 10CT COOL OFF	\$1.15
3076	SF ICED TEA 10CT COOL OFF	\$1.15
3221	SWISS MISS COCOA	\$0.22
3280	TAGLESS TEA BAGS 10CT	\$0.20
3198	WHITE MILK 8Z	\$0.43

\*\*\* Indicates Items that are Non-Commissionable

# 15% COMMISSION



# Monterey Commissary



Prices do not include tax

\*\*\* Indicates Items that are Non-Commissionable

# 25% COMMISSION



## Monterey Commissary



Prices do not include tax

### HEALTH & BEAUTY

PLU	Item	Price
1464	3N1 MENS VO5	\$1.75
1051	ALCOHOL FREE MOUTHWASH 4Z	\$0.83
1042	ANTIFUNGAL CREAM	\$1.12
1478	BODYGUARD CLEAR STK DEOD	\$1.52
1407	CHAP ICE LIP BALM	\$0.49
1110	CLEAR CONDITIONER 4Z	\$0.62
1415	CLEAR RINSE DANDRUFF 16Z SHAMPOO	\$1.55
1156	CLEAR SHAMPOO & BODY WASH 4Z	\$0.62
1113	COCOA BUTTER LOTION 4Z	\$0.62
1485	COCOA BUTTER PETROLEUM JELLY	\$1.23
1079	COLGATE TOOTHPASTE CLEAR	\$3.59
1150	DENTURE ADHESIVE	\$2.85
1653	DEODORANT PACKET	\$0.96
1215	DIAL HYPOALLERGENIC SOAP	\$1.19
1059	FOOT POWDER 4Z	\$1.31
1147	FRESHSCENT CLEAR DEOD 1.6Z	\$0.73
1282	GO FLOSS LOOPS 30CT	\$3.12
1387	HAIR GREASE	\$2.27
1086	HAIR PICK	\$0.17
1265	HAIR TIES 18CT	\$0.77
1093	HALLS MENTHOL 9CT	\$0.93
1176	HEAD&SHOULDERS 1.7Z	\$1.17
1017	HYDROCORTISONE CREAM .5Z	\$1.10
1114	LOTION 4Z	\$0.62
1063	MAGIC SHAVE CREAM 6OZ	\$4.07
1152	NON ASPIRIN 2PK	\$0.09
1105	NOXZEMA 2Z	\$1.93
1040	PALM HAIR BRUSH	\$0.24
1467	SOAP DISH	\$0.35
1194	STYLING GEL 2Z	\$0.93
1179	THUMB TOOTHBRUSH	\$0.21
1471	TRIPLE ANTIBIOTIC .9G	\$0.53
1315	TUMS 12CT	\$2.14
1267	VOS 2IN1 SHAMPOO/COND	\$2.20
1412	DALAN SOAP TROPICS	\$0.52
1061	DOVE SOAP	\$2.39
1027	IRISH SPRING 3.2Z	\$0.95

### CANDY

9006	ASST JOLLY RANCHER	\$1.79
9002	ATOMIC FIREBALLS	\$1.79
9016	BABY RUTH	\$1.03
9004	BUTTERSCOTCH DROPS	\$0.95
9030	CINNAMON DISCS	\$0.95
9018	LEMON DISKS	\$1.05
9007	M&M'S PEANUT	\$1.03
9017	SF ASSORTED CANDY 2Z	\$1.20
9055	SOUR BALLS 4.5Z	\$1.08
9195	SOUR NEON WORMS 4Z	\$1.36
9675	SOUR PATCH KIDS BLUE RAZ	\$1.99
9658	SR PUNCH STRAWS BLUE RASP	\$1.67
9294	TAKE 5 BAR 1.5Z	\$1.03

### COOKIES & PASTRIES

5120	BUDDY BAR	\$0.80
5071	CARROT CAKE FRESHLEYS	\$1.33
5206	CHOC BROWNIE COOKIESGMAS	\$0.61
5005	CHOCOLATE CUPCAKES	\$1.43
5008	FRESHLEYS HONEY BUN ICED 6Z	\$1.42
5066	FRESHLEYS STRAWBERRY DANISH 4 OZ	\$1.43
5035	NV GRANOLA OAT&HNY	\$0.59
5068	NV PEANUT BUTTER GRANOLA BAR	\$0.59
5164	RICE KRISPIE TREAT 2.13Z	\$1.19
5055	STRAWBERRY CREME COOKIES 5Z	\$0.92
5012	STRAWBERRY POPTARTS 2PK	\$1.20
5218	ZINGER VANILLA 3CT	\$1.43
9999	COOKIE LEMON BURST MINI GF	\$1.40
9999	CHEWY GRANOLA FRUIT & NUT BAR	\$0.89
6322	CLIF BAR Z BAR CHOCOLATE BROWNIE	\$1.07
5214	FIBER ONE BAR CHEWY OATS & CHOC	\$0.83

### POSTAGE

2000	STAMP BOOK OF 10 ***	\$5.80
2001	STAMPED ENVELOPE ***	\$0.73

### CLOTHING

PLU	Item	Price
8410	BLK VELCRO SH 6	\$9.87
8205	BLK VELCRO SH S27	\$9.87
8206	BLK VELCRO SH S28	\$9.87
8207	BLK VELCRO SH S29	\$9.87
8208	BLK VELCRO SH 10	\$9.87
8209	BLK VELCRO SH 11	\$9.87
8210	BLK VELCRO SH 12	\$9.87
8217	BLK VELCRO SH S213	\$9.87
8255	BLK VELCRO SH S214	\$9.87
8489	SHORTS GRAY S2 SML	\$8.05
8490	SHORTS GRAY S2 MED	\$8.05
8224	SHORTS GRAY S2 LG	\$8.05
8225	SHORTS GRAY S2 XL	\$8.05
8226	SHORTS GRAY 2XL	\$8.05
8227	SHORTS GRAY 3XL	\$14.42
8228	SHORTS GRAY 4XL	\$17.02
8361	PVC BLACK SANDAL LRG	\$7.29
8362	PVC BLACK SANDAL MED	\$7.29
8363	PVC BLACK SANDAL SM	\$7.29
8364	PVC BLACK SANDAL XL	\$7.29
8491	PVC BLACK SANDAL 2XL	\$7.29
8292	PVC BLACK SANDAL 3XL	\$7.29
8075	THONGSANDLS L BLK	\$0.87
8074	THONGSANDLS M BLK	\$0.87
8073	THONGSANDLS S BLK	\$0.87
8076	THONGSANDLS XL BLK	\$0.87

### CHIPS & SNACKS

PLU	Item	Price
6001	CHEETOS CRUNCHY	\$0.95
6068	CHEETOS FH LIMON	\$0.95
6002	CHEETOS FLAMIN HOT	\$0.95
6021	CHEETOS JALAPENO	\$0.95
6086	CHEX MIX TRADITIONAL	\$0.95
6009	DORITOS NACHO 1.75Z	\$0.95
6000	DORITOS SPICY SWEET CHILI	\$0.95
6015	HOT PORK RINDS	\$0.95
6049	KARS SALTED PEANUTS 1Z	\$0.95
6188	KARS SRIRACHA PEANUTS	\$1.15
6274	KARS YOGURT APPLE NUT MIX	\$1.00
6012	LAYS BBQ CHIPS	\$0.95
6018	LAYS SC & ONION	\$0.95
6240	MISS VICKIES JALA CHIPS	\$0.95
6237	ROLD GOLD TINY TWIST PRETZELS	\$0.95
6117	SNYDERS JALA PRETZEL BITS	\$0.95
6507	TAKIS FUEGO 2Z	\$1.19
6238	TGIF POTATO CHD & BACON	\$0.95
9999	KARS MANGO PINEAPPLE MIX	\$0.95
9999	PISTACHIOS 100 CAL ROASTED/SALT	\$1.31
6335	SNYDER'S OLDE TYME PRETZELS LSS	\$0.95
6252	WHEAT THINZ	\$0.95
6907	KARS SALTED ALMONDS 1Z	\$0.95
9999	LAYS CRISPS BAKED SRCRM & ONION	\$0.95

### FOOD

4476	CASCABELLA PEPPERS	\$0.71
4002	CHED CHEESE SQZR	\$0.71
4068	DBL BRL HOT SHOTS	\$0.94
4069	DBL BRL SALAMI	\$0.94
4070	DBL BRL SPICY MEAT & CHS	\$1.09
4004	DILL PICKLE HOT TITOS 5Z	\$1.17
4482	HABANERO CHS SQZR 1Z	\$0.71
4298	HOMETOWN JALA SSG	\$3.16
4125	HOT SAUCE PKT	\$0.16
4007	JALAPENO CHEESE SQZR 1Z	\$0.71
4233	LIGHT TUNA POUCH	\$2.13
4093	MOZZ CHS STICK 4Z	\$2.39
4049	OATMEAL VAR BOX	\$4.35
4011	PEANUT BUTTER SQZR 1Z	\$0.60
4126	PICANTE SAUCE PKT .5Z	\$0.23
4014	RAMEN CHICKEN	\$0.95
4015	RAMEN CHILI	\$0.95
4284	RAMEN CHILI LIME SHRIMP MARUCHAN	\$0.95
4311	RAMEN CRMY CHICKEN	\$0.95
4016	RAMEN PICANTE BEEF	\$0.95
4395	RAMEN PICANTE CHICKEN	\$0.95
4033	RAMEN SHRIMP	\$0.95
4193	RANCH DRESSING 1.5Z	\$0.51
4107	REF BEANS W/ JALA 4Z HOMETOWN	\$1.43
4029	REFRIED BEANS HOMETOWN 8Z	\$2.06
4143	SARDINES HOT SAUCE GEISHA	\$1.79
4454	SMR SSGE MESQUITE HOMETOWN	\$3.16
4021	SPAM 2.5Z	\$2.08
4554	TITOS DILL PICKLE KOSHER	\$1.06
4164	TITOS JALAPENO SLICES	\$0.48
3988	TYSON CHKN BREAST 7Z	\$5.63
4048	VISTA SALTINES BOX	\$3.11
4111	WHITE RICE 7Z INST	\$1.67

### BEVERAGE

3257	10 PK SUGAR SUBSTITUTE	\$0.15
3260	COFFEE PREMIUM 3Z MAXIMA	\$4.79
3003	CREAMER 10 CT	\$0.38
3299	FOLGERS INSTANT COFFEE	\$7.19
3298	HAZELNUT COFFEE IND TASTERS CHOICE	\$0.45
3584	LEMON BERRY 10CT WYLERS LIGHT	\$2.39
3071	SF FRUIT PUNCH 10CT COOL OFF	\$1.38
3076	SF ICED TEA 10CT COOL OFF	\$1.38
3221	SWISS MISS COCOA	\$0.27
3280	TAGLESS TEA BAGS 10CT	\$0.24
3198	WHITE MILK 8Z	\$0.52

\*\*\* Order Limit \$125.00 Per Week \*\*\*  
**\$125.00 INCLUDES COMMISSARY ONLY. LIMIT OF 1 COMMISSARY ORDER PER WEEK. VERIFY FUNDS IN YOUR ACCOUNT BEFORE PLACING ORDERS ON THE TABLET OR YOUR ORDER WILL NOT BE FILLED. ICARE'S ARE NOT PART OF THE LIMIT. LIMIT OF 6 ICARE'S PER WEEK. PRICES ARE SUBJECT TO CHANGE AND SUBSTITUTIONS WILL NOT BE MADE.**

\*\*\* Indicates Items that are Non-Commissionable

# 35% COMMISSION



## Monterey Commissary



Prices do not include tax

### HEALTH & BEAUTY

PLU	Item	Price
1464	3N1 MENS VO5	\$2.27
1051	ALCOHOL FREE MOUTHWASH 4Z	\$1.08
1042	ANTIFUNGAL CREAM	\$1.45
1478	BODYGUARD CLEAR STK DEOD	\$1.97
1407	CHAP ICE LIP BALM	\$0.64
1110	CLEAR CONDITIONER 4Z	\$0.81
1415	CLEAR RINSE DANDRUFF 16Z SHAMPOO	\$2.02
1156	CLEAR SHAMPOO & BODY WASH 4Z	\$0.81
1113	COCOA BUTTER LOTION 4Z	\$0.81
1485	COCOA BUTTER PETROLEUM JELLY	\$1.60
1079	COLGATE TOOTHPASTE CLEAR	\$4.66
1150	DENTURE ADHESIVE	\$3.71
1653	DEODORANT PACKET	\$1.25
1215	DIAL HYPOALLERGENIC SOAP	\$1.54
1059	FOOT POWDER 4Z	\$1.70
1147	FRESHSCENT CLEAR DEOD 1.6Z	\$0.95
1282	GO FLOSS LOOPS 30CT	\$4.05
1387	HAIR GREASE	\$2.95
1086	HAIR PICK	\$0.22
1265	HAIR TIES 18CT	\$1.00
1093	HALLS MENTHOL 9CT	\$1.21
1176	HEAD&SHOULDERS 1.7Z	\$1.52
1017	HYDROCORTISONE CREAM .5Z	\$1.43
1114	LOTION 4Z	\$0.81
1063	MAGIC SHAVE CREAM 6OZ	\$5.29
1152	NON ASPIRIN 2PK	\$0.12
1105	NOXZEMA 2Z	\$2.51
1040	PALM HAIR BRUSH	\$0.31
1467	SOAP DISH	\$0.46
1194	STYLING GEL 2Z	\$1.21
1179	THUMB TOOTHBRUSH	\$0.27
1471	TRIPLE ANTIBIOTIC .9G	\$0.69
1315	TUMS 12CT	\$2.79
1267	VOS 2IN1 SHAMPOO/COND	\$2.85
1412	DALAN SOAP TROPICS	\$0.67
1061	DOVE SOAP	\$3.10
1027	IRISH SPRING 3.2Z	\$1.23

### CANDY

9006	ASST JOLLY RANCHER	\$2.32
9002	ATOMIC FIREBALLS	\$2.32
9016	BABY RUTH	\$1.34
9004	BUTTERSCOTCH DROPS	\$1.23
9030	CINNAMON DISCS	\$1.23
9018	LEMON DISKS	\$1.37
9007	M&M'S PEANUT	\$1.34
9017	SF ASSORTED CANDY 2Z	\$1.57
9055	SOUR BALLS 4.5Z	\$1.40
9195	SOUR NEON WORMS 4Z	\$1.77
9675	SOUR PATCH KIDS BLUE RAZ	\$2.59
9658	SR PUNCH STRAWS BLUE RASP	\$2.17
9294	TAKE 5 BAR 1.5Z	\$1.34

### COOKIES & PASTRIES

5120	BUDDY BAR	\$1.04
5071	CARROT CAKE FRESHLEYS	\$1.72
5206	CHOC BROWNIE COOKIESGMAS	\$0.80
5005	CHOCOLATE CUPCAKES	\$1.86
5008	FRESHLEYS HONEY BUN ICED 6Z	\$1.85
5066	FRESHLEYS STRAWBERRY DANISH 4 OZ	\$1.86
5035	NV GRANOLA OAT&HNY	\$0.76
5068	NV PEANUT BUTTER GRANOLA BAR	\$0.76
5164	RICE KRISPIE TREAT 2.13Z	\$1.54
5055	STRAWBERRY CREME COOKIES 5Z	\$1.19
5012	STRAWBERRY POPTARTS 2PK	\$1.56
5218	ZINGER VANILLA 3CT	\$1.86
9999	COOKIE LEMON BURST MINI GF	\$1.83
9999	CHEWY GRANOLA FRUIT & NUT BAR	\$1.16
6322	CLIF BAR Z BAR CHOCOLATE BROWNIE	\$1.39
5214	FIBER ONE BAR CHEWY OATS & CHOC	\$1.08

### POSTAGE

2000	STAMP BOOK OF 10 ***	\$5.80
2001	STAMPED ENVELOPE ***	\$0.73

### CLOTHING

PLU	Item	Price
8410	BLK VELCRO SH 6	\$12.83
8205	BLK VELCRO SH S27	\$12.83
8206	BLK VELCRO SH S28	\$12.83
8207	BLK VELCRO SH S29	\$12.83
8208	BLK VELCRO SH 10	\$12.83
8209	BLK VELCRO SH 11	\$12.83
8210	BLK VELCRO SH 12	\$12.83
8217	BLK VELCRO SH S213	\$12.83
8255	BLK VELCRO SH S214	\$12.83
8489	SHORTS GRAY S2 SML	\$10.46
8490	SHORTS GRAY S2 MED	\$10.46
8361	SHORTS GRAY S2 LRG	\$9.47
8362	PVC BLACK SANDAL MED	\$9.47
8363	PVC BLACK SANDAL SM	\$9.47
8364	PVC BLACK SANDAL XL	\$9.47
8227	SHORTS GRAY 3XL	\$18.75
8228	SHORTS GRAY 4XL	\$22.12
8361	PVC BLACK SANDAL LRG	\$9.47
8362	PVC BLACK SANDAL MED	\$9.47
8363	PVC BLACK SANDAL SM	\$9.47
8226	SHORTS GRAY 2XL	\$10.46
8227	SHORTS GRAY 3XL	\$18.75
8361	PVC BLACK SANDAL 2XL	\$9.47
8362	PVC BLACK SANDAL 3XL	\$9.47
8075	THONGSANDLS L BLK	\$1.13
8074	THONGSANDLS M BLK	\$1.13
8073	THONGSANDLS S BLK	\$1.13
8076	THONGSANDLS XL BLK	\$1.13

### CHIPS & SNACKS

PLU	Item	Price
6001	CHEETOS CRUNCHY	\$1.23
6068	CHEETOS FH LIMON	\$1.23
6002	CHEETOS FLAMIN HOT	\$1.23
6021	CHEETOS JALAPENO	\$1.23
6086	CHEX MIX TRADITIONAL	\$1.23
6009	DORITOS NACHO 1.75Z	\$1.23
6000	DORITOS SPICY SWEET CHILI	\$1.23
6015	HOT PORK RINDS	\$1.23
6049	KARS SALTED PEANUTS 1Z	\$1.23
6188	KARS SRIRACHA PEANUTS	\$1.49
6274	KARS YOGURT APPLE NUT MIX	\$1.30
6012	LAYS BBQ CHIPS	\$1.23
6018	LAYS SC & ONION	\$1.23
6240	MISS VICKIES JALA CHIPS	\$1.23
6237	ROLD GOLD TINY TWIST PRETZELS	\$1.23
6117	SNYDERS JALA PRETZEL BITS	\$1.23
6507	TAKIS FUEGO 2Z	\$1.54
6238	TGIF POTATO CHD & BACON	\$1.23
9999	KARS MANGO PINEAPPLE MIX	\$1.23
9999	PISTACHIOS 100 CAL ROASTED/SALT	\$1.70
6335	SNYDER'S OLDE TYME PRETZELS LSS	\$1.23
6252	WHEAT THINZ	\$1.23
6907	KARS SALTED ALMONDS 1Z	\$1.23
9999	LAYS CRISPS BAKED SRCRM & ONION	\$1.23

### FOOD

4476	CASCABELLA PEPPERS	\$0.92
4002	CHED CHEESE SQZR	\$0.93
4068	DBL BRL HOT SHOTS	\$1.22
4069	DBL BRL SALAMI	\$1.22
4070	DBL BRL SPICY MEAT & CHS	\$1.42
4004	DILL PICKLE HOT TITOS 5Z	\$1.52
4482	HABANERO CHS SQZR 1Z	\$0.93
4298	HOMETOWN JALA SSG	\$4.11
4125	HOT SAUCE PKT	\$0.21
4007	JALAPENO CHEESE SQZR 1Z	\$0.93
4233	LIGHT TUNA POUCH	\$2.77
4093	MOZZ CHS STICK 4Z	\$3.11
4049	OATMEAL VAR BOX	\$5.65
4011	PEANUT BUTTER SQZR 1Z	\$0.77
4126	PICANTE SAUCE PKT .5Z	\$0.30
4014	RAMEN CHICKEN	\$1.23
4015	RAMEN CHILI	\$1.23
4284	RAMEN CHILI LIME SHRIMP MARUCHAN	\$1.23
4311	RAMEN CRMY CHICKEN	\$1.23
4016	RAMEN PICANTE BEEF	\$1.23
4395	RAMEN PICANTE CHICKEN	\$1.23
4033	RAMEN SHRIMP	\$1.23
4193	RANCH DRESSING 1.5Z	\$0.66
4107	REF BEANS W/ JALA 4Z HOMETOWN	\$1.86
4029	REFRIED BEANS HOMETOWN 8Z	\$2.68
4143	SARDINES HOT SAUCE GEISHA	\$2.32
4454	SMR SSGE MESQUITE HOMETOWN	\$4.11
4021	SPAM 2.5Z	\$2.71
4554	TITOS DILL PICKLE KOSHER	\$1.38
4164	TITOS JALAPENO SLICES	\$0.62
3988	TYSON CHKN BREAST 7Z	\$7.32
4048	VISTA SALTINES BOX	\$4.04
4111	WHITE RICE 7Z INST	\$2.17

### BEVERAGE

3257	10 PK SUGAR SUBSTITUTE	\$0.20
3260	COFFEE PREMIUM 3Z MAXIMA	\$6.22
3003	CREAMER 10 CT	\$0.50
3299	FOLGERS INSTANT COFFEE	\$9.34
3298	HAZELNUT COFFEE IND TASTERS CHOICE	\$0.59
3584	LEMON BERRY 10CT WYLERS LIGHT	\$3.10
3071	SF FRUIT PUNCH 10CT COOL OFF	\$1.79
3076	SF ICED TEA 10CT COOL OFF	\$1.79
3221	SWISS MISS COCOA	\$0.35
3280	TAGLESS TEA BAGS 10CT	\$0.32
3198	WHITE MILK 8Z	\$0.67

\*\*\* Order Limit \$125.00 Per Week \*\*\*  
**\$125.00 INCLUDES COMMISSARY ONLY. LIMIT OF 1 COMMISSARY ORDER PER WEEK. VERIFY FUNDS IN YOUR ACCOUNT BEFORE PLACING ORDERS ON THE TABLET OR YOUR ORDER WILL NOT BE FILLED. ICARES ARE NOT PART OF THE LIMIT. LIMIT OF 6 ICARES PER WEEK. PRICES ARE SUBJECT TO CHANGE AND SUBSTITUTIONS WILL NOT BE MADE.**

\*\*\* Indicates Items that are Non-Commissionable

# TRANSITION AND START UP

Contracting with a new provider can be a daunting task. Managing change without disrupting commissary operations requires an experienced provider that can mitigate challenges and ensure a smooth transition.

As the current commissary partner for Monterey County, there will be no transition related to services. Our team will continue providing the same high level of service. As your current provider, we are dedicated to servicing your needs and continuing to provide seamless service.

Over the years, we have developed a strong relationship and are very familiar and comfortable with your existing operation. We are constantly working with Monterey County to point out opportunities for increasing overall inmate satisfaction. If we are re-awarded the contract, we are committed to a full fresh eyes look at the operation. We will bring a team of people from the district to review all components of the operations looking for additional efficiencies, opportunities to improve the service, and potential improvements in the communications with the facility.

# TRANSITION PROCESS

Prior to your transition, we assign a team of experienced leaders from our other accounts, support staff, and subject matter experts from our regional and corporate resources help to manage key operations processes.

## COMMISSARY TRANSITION PLAN

- Integration into facility systems
- Installing hardware (if necessary)
- Install CORE Warehouse, CORE Trust Fund
- Order, receive, and inventory product
- On-site support during transition to ensure operations are working
- Provide ongoing support and troubleshoot issues

We identify a team leader who will act as the single point of contact between Aramark and the Monterey County Sheriff's Office, **whose responsibilities include:**

- Establishing a clear line of communication with you to ensure a successful transition
- Leading the opening team
- Working directly with your staff to customize, adjust, and implement the transition plan
- Recruit, hire, and train the staff
- Implement policy and procedures, systems setup, and product purchasing

# TRANSITION EXPERTISE

We use client insights and input from every transition in order to prioritize action items and make necessary updates throughout the year to improve performance. Our dedicated team continues to optimize efficiencies, so we are typically able to transition accounts in 100 days or less.

# SAMPLE IMPLEMENTATION PLAN FOR COMMISSARY PROCESS

Our commissary opening at the Monterey County Sheriff's Office occurs in two segments: (1) IT installation and integration and (2) commissary order and delivery. The process for both segments will begin simultaneously once the contract between Aramark and the Monterey County Sheriff's Office has been awarded. A sample implementation plan is included below.

## SEGMENT I: IT INTEGRATION AND IMPLEMENTATION

Estimated Completion Time: 30 Days

Prior to implementation, Aramark will meet with the Monterey County Sheriff's Office IT personnel to review the following items:

- Establish requirements for banking, network connectivity, and the file transfer process
- Build and test trust-fund interface for order processing
- Install hardware: Servers, PCs, and kiosks
- Train facility personnel on programs

---

## SEGMENT II: ORDERING AND DELIVERY

Estimated Completion Time: 30 Days

The commissary opening process is broken up into four weeks so we can hire the appropriate staff, develop an appropriate menu, test the interface, and begin delivery. Typically, we anticipate delivery will begin at the end of the fourth week.

### WEEK 1—HIRING

- Meet with the Monterey County Sheriff's Office to establish training and order and delivery schedules.
- Review status of bank accounts.
- Establish vendor accounts and delivery frequency.
- Build/organize commissary or warehouse.
- Begin employee hiring process.

### WEEK 2—DEVELOPMENT—FACILITY

- Create menus with the Monterey County Sheriff's Office.
- Finalize new-hire schedules to include drug testing, training, and clearance status.
- Initiate training.
- Review and finalize orders with vendors.

### WEEK 3—DEVELOPMENT—PROGRAMMING

- Build CORE database (internal).
- Check status of bank account information with the Monterey County Sheriff's Office.
- Set opening schedule for warehouse and inventory.

### WEEK 4—COMPLETION AND OPENING

- Install scanner and test along with technology interface.
- Finalize all schedules for the first delivery.
- Stock product and prepare orders.
- Complete training for employees and inmate workers.
- Review opening procedures and finalize bank account information.

ARAMARK - MONTEREY COUNTY SHERIFF'S OFFICE EMPLOYEE SCHEDULE						
NAME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Food Service Director (Food & Commissary)	8:00 am - 6:00 pm					
FOOD SERVICE						
Food Service Manager	8:30 am - 6:30 pm					
COMMISSARY						
Commissary Manager	10:00 AM - 8:00 PM					
Retail Sales - (Lead Worker )	8:30 AM - 4:30 PM					
Retail Sales Worker - Packer	8:30 AM - 4:30 PM					
Retail Sales Worker - Packer	8:30 AM - 4:30 PM					
Retail Sales Worker - Packer	8:30 AM - 4:30 PM					
Retail Sales Worker - Packer	8:30 AM - 4:30 PM					
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM					
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM					
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM					
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM					

\* All scheduled times are flexible for all team members and will be adjusted according to facility/ command needs/preferences



## SECTION 3

# **COMMISSARY GOODS AND SERVICES PROPOSED**

# COMMISSARY MANAGEMENT

## C.1 GENERAL REQUIREMENTS

Commissary is more than just delivering products to inmates; it presents unique opportunities within the facility to meet your goals while improving morale and preparing inmates for life once released.

We exercise our retailing expertise by taking that approach to commissary, which means treating inmates as consumers and deploying traditional retail principles. As a result, we can achieve significant growth for our clients, deliver the right product mix for your facility, and provide brands inmates know and trust.

Monterey County commissary operations require a partner to ensure the ongoing review of all programs and processes to ensure continued growth. The RFP requires a detailed review of Aramark's approach to ensuring programs are implemented that create demand for brand products, which also allow families and friends the opportunity to connect with incarcerated loved ones.

To meet this requirement of Monterey County, our performance is driven by a number of factors, which includes innovative programs, operational efficiencies, and ongoing review of process and procedures. This includes defining a strategy that supports the growth of annual revenues.

This has been driven by our focus on delivering customizable and varied solutions to commissary packages. Additionally, Aramark is focused on the value of brand recognition. A vendor views inmates as a captive audience who will buy whatever is placed on the menu. Aramark is a partner that views inmates as consumers and offers them the products, pricing, and service they see on the outside. This latter approach has positive ripple effects throughout the facility, impacting inmate satisfaction, grievances, morale, and revenues.

To ensure operations continue to operate at the highest level, we continually engage operational experts within Aramark along with implementing updated best practices focused on efficiencies. This provides for an agile environment able to adapt to all daily challenges.

We have a **99% fill rate** in commissary.

# RETAIL APPROACH

## PLACEMENT

The detailed protocol in all Aramark retail programs includes the product, price, placement, and promotions. These four Ps drive inmate satisfaction and participation and generate commissions back to the client.

We design our menus and promotional materials to be informative and compelling; displayed in public, high-traffic areas to build enthusiasm and interest in inmates and their families. Through our pick-and-pack operations, inmate programming and training, and strategies developed with friends and family in mind, our commissary and retail platforms promote a safer, more secure environment and enable your staff to focus on their tasks.

## PRODUCT

Aramark's approach to pricing in Monterey is to offer the lowest prices possible to the inmates. All products offered at Monterey commissary are significantly below convenience retail pricing as well as significantly below national average correctional pricing. Along with offering overall low pricing to the inmates, we placed an additional emphasis on ensuring the lowest possible pricing on "healthy" items as well as "need to have" items such as clothing, shoes, hygiene, etc – pricing some items at/below our cost. We believe this approach best supports the County's objectives of both passing along the commission savings to the inmates/families as well as ensuring the overall stated nutrition needs are met through low pricing on healthy items.

## PRICE

We use a market pricing strategy that works for all stakeholders. Inmates pay a fair price for the brands they love, and taxpayers appreciate that inmates aren't getting a special deal.

## PROMOTION

We implement a robust promotional calendar for all our retail programs. In doing so, we can drive increased participation, which drives revenue; it also offers variety to break up the monotony for inmates.

## ARAMARK COMMISSARY OPERATIONAL STANDARDS

Establishing a set of operational standards drives efficiency across all our retail programs, and ensures the security protocols for your facility are adhered to. These standards are deployed throughout every process related to the products that come into our clients' facilities.

We use our proprietary CORE software to manage the entire warehousing process to ensure that each product is received, placed in inventory, and delivered as expected. We work closely with our supply chain partners to address any vendor issues and mitigate discrepancies before impacting our clients. Our staff is trained according to retailing principles and guidelines to establish an efficient pick-and-pack operation on-site or at a local warehouse.

### OPERATIONAL STANDARDS DEFINE EIGHT KEY ROLES:

1. Ordering and receiving
2. Delivery
3. Warehousing
4. Customer service
5. Four Ps
6. Report analyses
7. Safety, security, and compliance
8. Key metrics

# WHAT YOU CAN EXPECT: INNOVATION THAT HAS AN IMPACT

## PICK-AND-PACK OPERATIONS

Whether your model is on site or off site, Aramark is able to deliver the same level of operational excellence. Our pick-and-pack operations can integrate with the IN2WORK retail program to train inmates to utilize traditional warehousing and merchandising skills. You may also choose to use inmate labor if your facility is unable to offer the IN2WORK vocational training program.

All inventory will be housed on-site and managed by dedicated Aramark staff, so that we are able to address issues immediately before they become a problem. We have a 99% fill rate in commissary, so inmates will receive the products they order, or they will receive a credit in a timely manner if we are unable to deliver a particular product. Aramark's proprietary CORE and Signature Capture technologies integrate seamlessly so commissary and iCare orders can be tracked from the time they are placed, picked, and delivered to significantly reduce grievances.

- **STEP 1**—Inmate commissary orders and iCare orders are processed in CORE Warehouse generating the 8.5" x 11" pick ticket. Pick tickets list the inmate name, inmate number, housing location, detailed order, total amount charged to the inmate account, inmate balance, and the barcode used for the Signature Capture handheld device to capture the inmate signature that will be stored electronically.
- **STEP 2**—Pick tickets are delivered to the picker, which are generated by aligning with our current zone setup. These individuals are responsible for picking items listed under pick ticket and place these items in the picking bag and moving through each applicable zone.
- **STEP 3**—The QA process (green) will weigh the commissary/iCare order and verify the pick ticket and scale display match. Orders that do not have a scale and pick ticket total weight match are audited. Once the inmate commissary/iCare order weight match process is satisfied, the order is packed and placed in the delivery bin. Delivery carts (gray) are labeled/staged by housing/living unit and delivery day.
- **STEP 4**—Delivery carts are moved through the facility to each pod.
- **STEP 5**—Commissary and iCare orders are delivered to the inmates and verified with an inmate signature on the Signature Capture handheld device.

## INMATE PROGRAMMING

Commissary programs are effective at boosting inmate morale because they provide a change of pace, offer products they're used to seeing in the free world, and create opportunities to connect with family and friends.

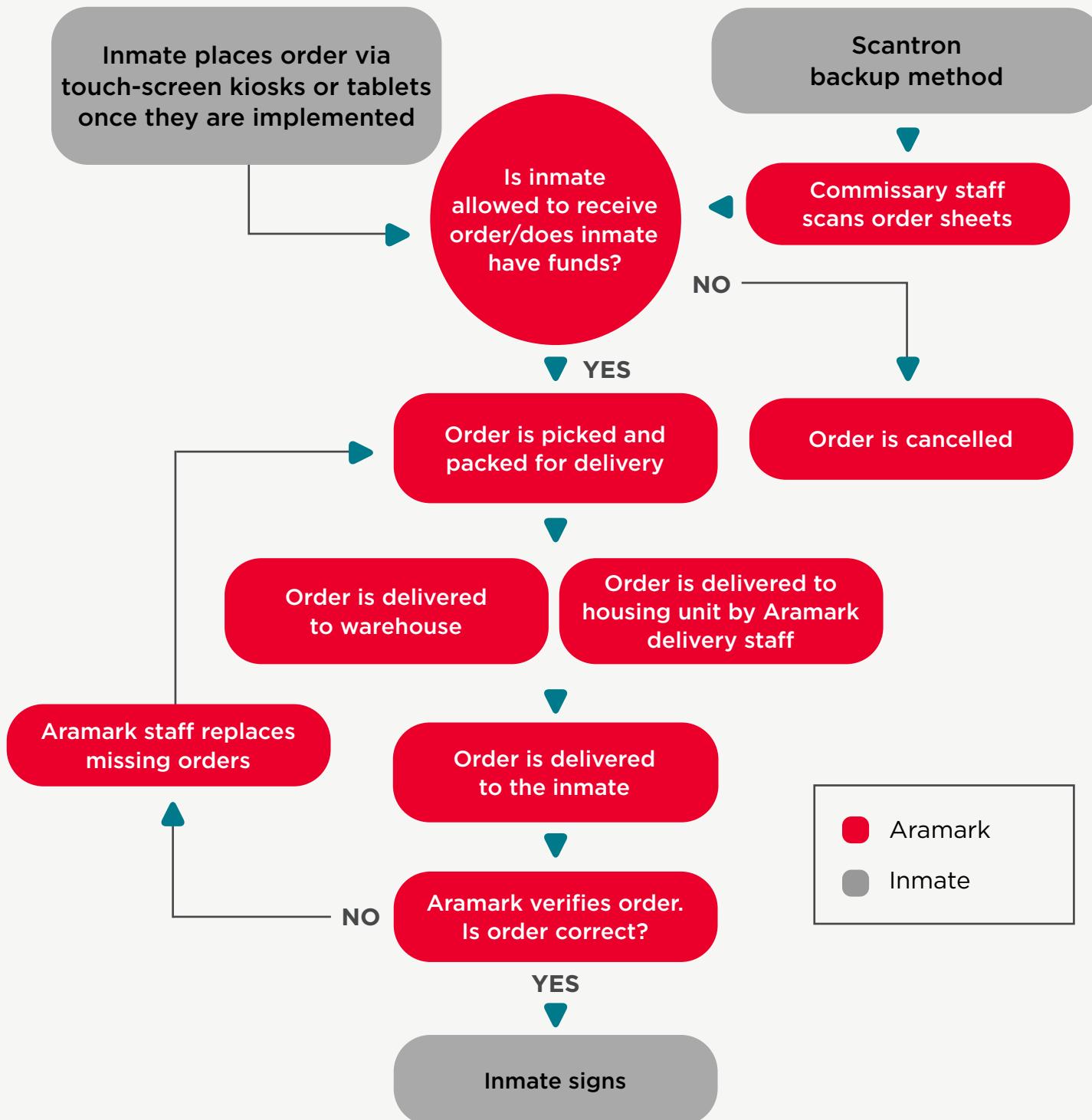


**88%**  
of inmates show  
improved behavior when  
they are able to interact  
with their family.<sup>1</sup>

<sup>1</sup><http://www2.uwstout.edu/content/rs/2008/12family%20support%20male%20inmates%20for%20publication.pdf>

## C.2 ORDER PROCESS:

# ORDER PROCESS FLOW



## POD KIOSK

Aramark partners with industry-leading providers to deliver touchscreen kiosks in the housing units that will take your operation closer to a paperless system. They are manufactured with high-impact tempered glass and are built to perform in correctional facilities.

Inmates are able to order commissary without staff involvement as built-in features like product images and on-screen trust fund balances make the ordering process simple and easy to understand.

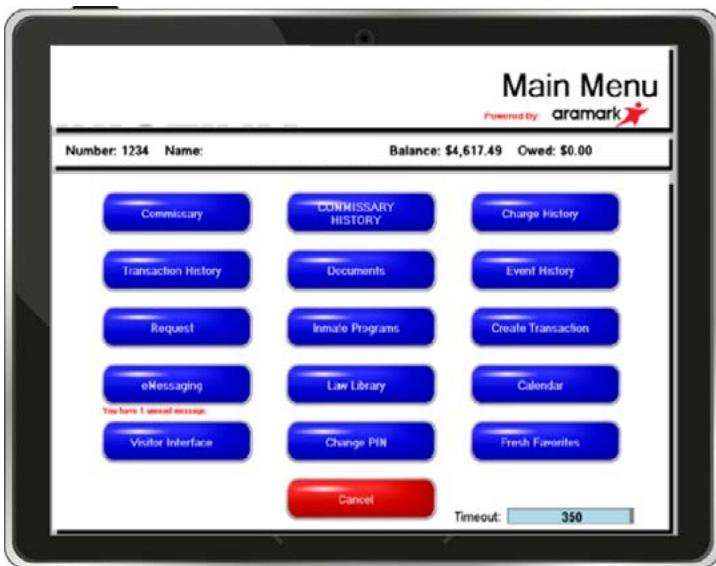
Pod kiosks also benefit officers and staff. They have the ability to track inmate activity and grievances, organize records, and schedule changes and inmate movement, so staff aren't spending time searching through files and paper receipts.

Kiosks provide inmates with real-time, two-way communication to facility systems, and are easily adaptable to add functionality as the needs of Monterey County change. They use proven retail technology and a secure operating system, and updates are pushed through the application, reducing risk within the facility.

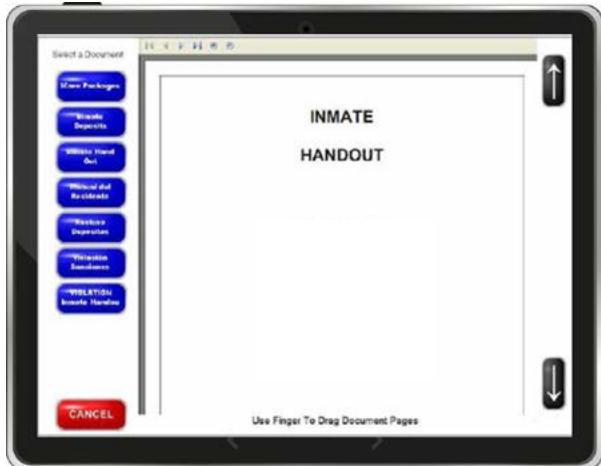


**A pod kiosk allows inmates to order commissary.**

### POD KIOSK—COMMISSARY ORDERING



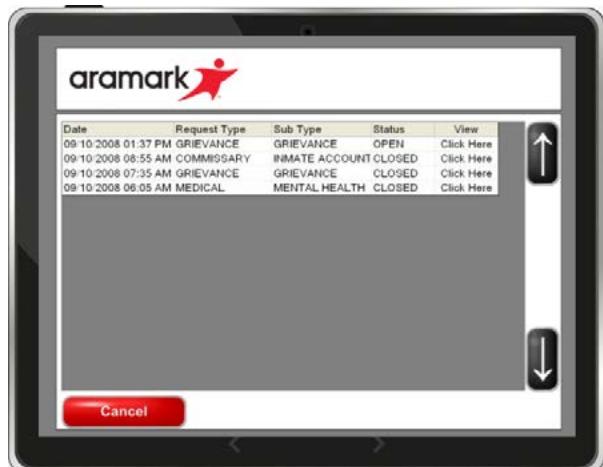
## POD KIOSK—INMATE HANDBOOK



## POD KIOSK—REQUEST MANAGER



## POD KIOSK—GRIEVANCES

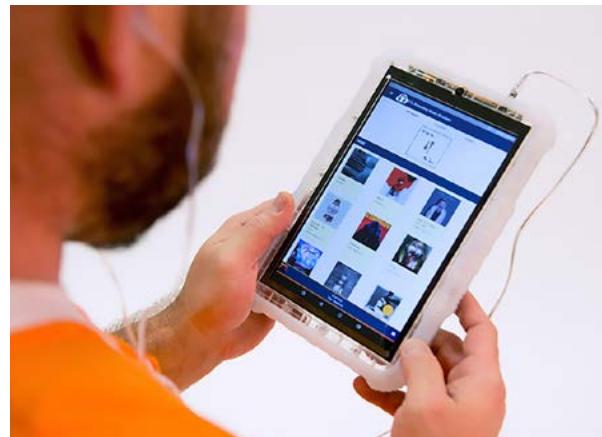


## TABLET

Aramark works with multiple technology vendors to deliver the right tablet solution for inmates to make productive use of their time. Monterey County officers will have full control over usage, so this solution not only delivers the latest technology innovation, but promotes a positive environment and enhances security. Applications include educational materials, commissary ordering, a music library, video visitation, and voice calls.

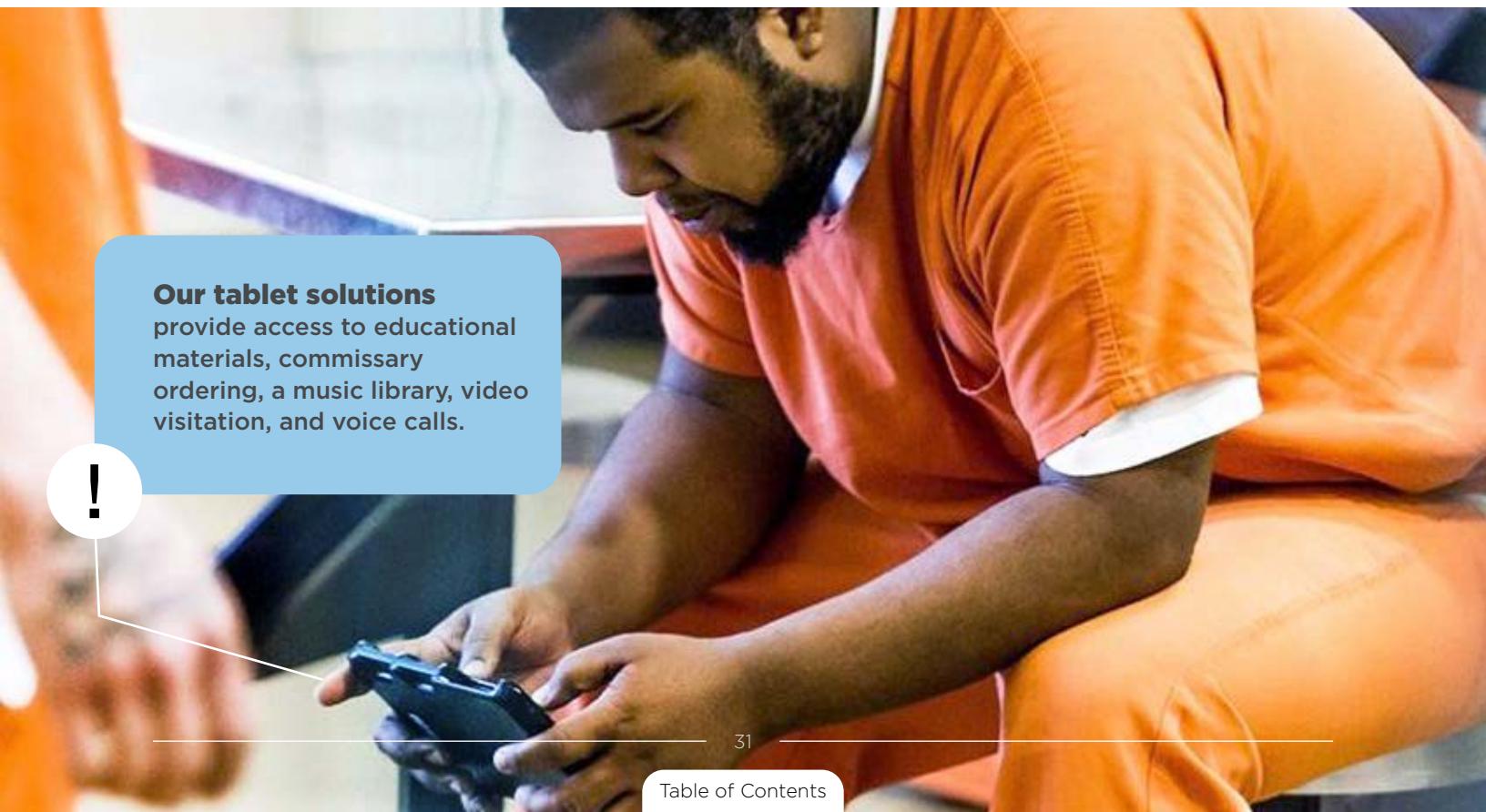
The tablets integrate with existing infrastructure. They are hosted on a secured wireless network, and all communications are encrypted. Officers transport the tablets in an enclosed charging and checkout station so they are able to track tablets while in use, and keep them secure.

Tablets can be configured to allow inmates to access a variety of approved multimedia applications through a secure personal device. Offerings in the entertainment portfolio provide access to the largest video and e-book secure library available. Tablets also connect inmates to friends and loved ones, offering inmate telephone systems, visitation management, inmate messaging, and handheld devices.



**Our tablet solutions** provide access to educational materials, commissary ordering, a music library, video visitation, and voice calls.

!



## BUBBLE SHEET (BACKUP OPTION)

Aramark and our strategic technology partners are committed to providing an integrated technology application for primary commissary order processing. During the implementation process of the proposed tablet technology, we will use bubble sheet scanning ordering. In the event that there are technical difficulties that occur after the tablets are implemented, we have a backup plan for commissary order processing via bubble sheets.

## BUBBLE SHEET SCANNING

NCS Pearson Scanner

For Monterey County, we propose scanning orders using the NCS Data Management OpScan 4U optical mark read (OMR) scanner. Its powerful processor delivers fast document throughput. It scans up to 2,200 sheets per hour and is capable of reading pencil or pen. The digital read-head technology allows for quicker and more accurate processing of commissary orders.



**Bubble sheet scanning** provides an alternative method of ordering commissary.

## SIGNATURE CAPTURE

Signature capture is a device that promotes accountability by tracking commissary, FreshFavorites, and iCare orders from purchase to delivery. Inmates are required to sign for items and packages received, and are given a copy of the receipt. The receipt is stored electronically in our system, making tracking and investigations much more efficient.

**Insight**—Data is updated automatically so orders can be tracked and reconciled to an inmate's account.

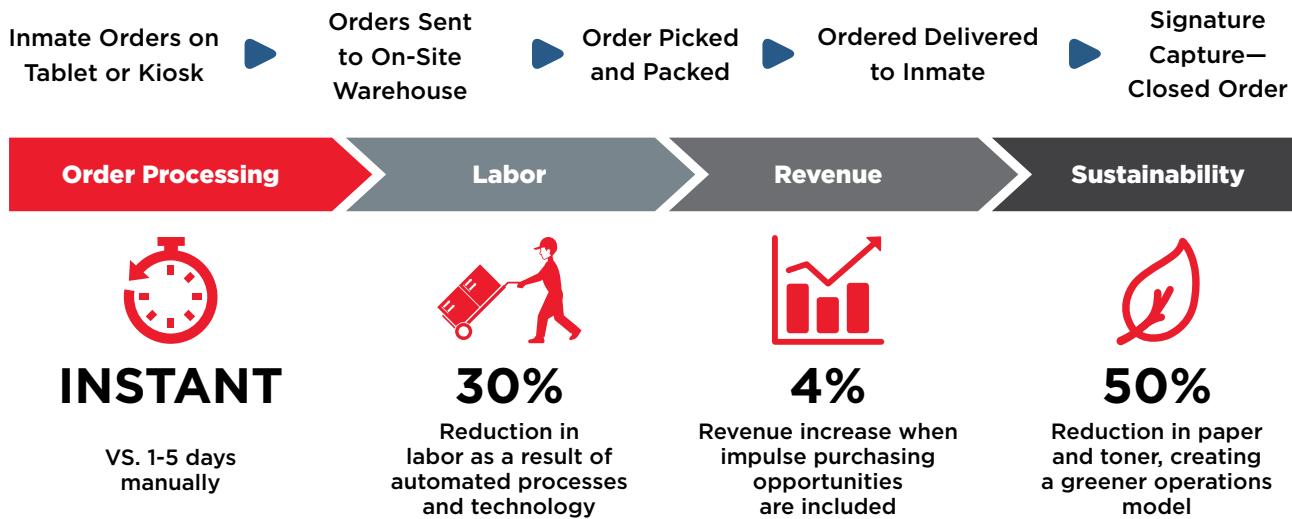
**Optimization**—Analyzes purchase behavior to identify the right product menu to drive participation and revenue.



**Labor Impact**—Tracking orders and confirming delivery and receipt of orders reduces grievances and the time dedicated to managing them.

**Tracking and Accountability**—Friends and family will know exactly when loved ones receive their packages because the system triggers a customer receipt stating that the package was delivered successfully. Inmates sign for items received and an electronic receipt is stored in the system that can be easily accessed through the officer's desktop, reducing grievances and investigations.

## COMMISSARY WORKFLOW



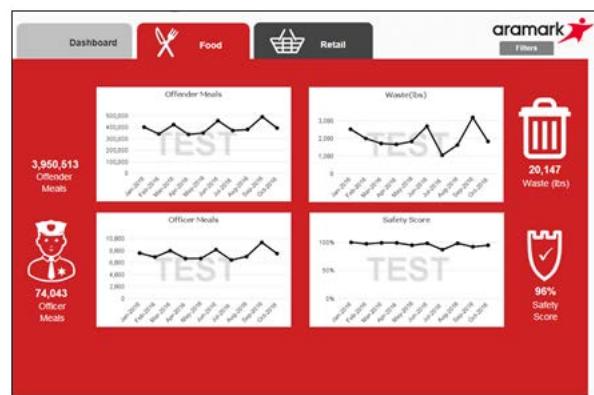
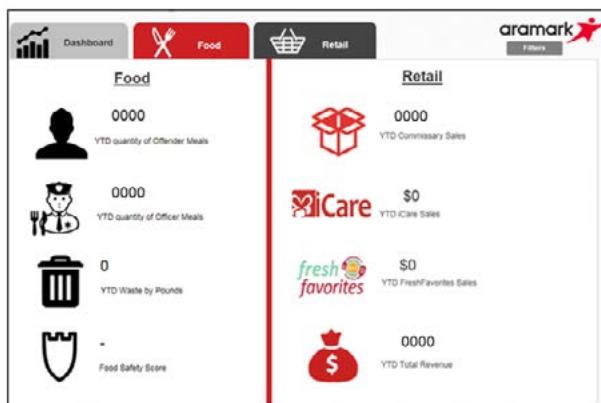
## CLIENT DASHBOARD

The client dashboard is an innovative tool that provides a complete snapshot of all the programs Aramark manages at Monterey County. It enables clients to have insight into food and retail operations based on their account portfolio, and is customized to the information that is deemed most important. Metrics are updated weekly from CORE and can be analyzed to facilitate the decision-making process, ensuring that your facility has the right products and programs, and that operations are running at an optimal level.

The dashboard was developed with input from clients, and is designed to navigate easily. Our goal is to provide complete transparency into Monterey County, and hold ourselves accountable for delivering on our commitments. The dashboard typically takes about a week to launch from the time we receive a client's approval, so the process is very easy to implement and will not disrupt facility operations.

### THE DASHBOARD INCLUDES STATICs ON THE FOLLOWING:

1. Snapshot of all running programs
2. Number of meals served to officers and inmates
3. Retail program revenue, waste, individual commissary product sales and more.



### C.3 COMMISSARY ITEMS

Monterey County commissary operations require a partner to ensure the ongoing review of all programs and processes to ensure commission growth. The RFP requires a detailed review of Aramark's approach to ensuring programs are implemented that create demand for brand products, which also allow families and friends the opportunity to connect with incarcerated loved ones.

To meet the requirements of Monterey County, our performance is driven by a number of factors, which includes innovative programs, operational efficiencies, and ongoing review of process and procedures. Since Aramark has transitioned commissary operations, commissions have grown over 20% each year.

This has been driven by our focus on delivering customizable and varied solutions to commissary packages. Additionally, Aramark is focused on the value of brand recognition. A vendor views inmates as a captive audience who will buy whatever is placed on the menu. Aramark is a partner and views inmates as consumers and offers them the products, pricing, and service they see on the outside. This latter approach has positive ripple effects throughout the facility, impacting inmate satisfaction, grievances, morale, and revenues.

In order to ensure operations continue to operate at the highest level, we continually engage operational experts within Aramark along with implementing updated Best Practices focused on efficiencies. This provides for an environment, which is agile and able to adapt to all daily challenges.

## COMMISSARY SOLUTIONS

### INTAKE PROGRAM



### INTAKE PROGRAM

**The Challenge:** A lengthy intake process often leaves newly booked inmates with only one basic hygiene indigent kit until the next commissary is open (possibly an entire week). This uncertainty and stressful situation for the inmates can lead to restlessness, resulting in an extra strain on officers.

**Our Solution:** The customizable intake program allows inmates to purchase essential items during processing, bridging the time gap until commissary reopens.

#### What's Included:

- A more extensive selection of snacks than in an indigent kit, helping ease the transition to incarceration
- Displayable marketing materials for your processing area, highlighting intake bag products to showcase value and encourage participation
- Reduced stress on officers by promoting a calmer and safer environment while driving additional revenue for Monterey County



## iCARE PACKAGE PROGRAM

iCare connects inmates with family beyond visitation and is used as a privilege program to promote positive behavior and increase morale.

### MAINTAIN FAMILY CONNECTION DURING INCARCERATION

Through the online iCare platform, friends and family can order gift packages for loved ones, which will be delivered as long as the inmate has maintained good conduct. The program offers a wide selection of brand-name products, including snacks, hygiene items, and stationery. Since products and packages are exclusive to iCare, they will not impact commissary sales and drive incremental revenue for Monterey County. Quarterly promotions and limited-time offers on new and seasonal products drive excitement and participation, while breaking up the monotony of incarceration.

#### How it Works:

- iCare site is easy to navigate and secure
- Customer receives email communication to confirm order status
- Utilize commissary space to pick and pack orders
- Proprietary CORE application tracks order placement through delivery, which is signed for using our signature capture device and is easily accessed
- Process has proven to reduce grievances and administrative burdens on correctional staff

## GO CART

Aramark's GoCart is a mobile merchandising system enabling you to maximize the sales in your commissary operation by capturing point-of-sale purchases.

Inmates receive their merchandise at the time they place their order, eliminating errors and complaints. Their trust fund is automatically updated so they always know how much is left to spend and they can make purchases up to the limit without frustration. The system is paperless.

Inmates can buy items directly from the cart and receive their order on the spot. This privilege is an effective behavior management tool for your officers since GoCart can easily be canceled at any time. Additionally, Aramark features national brands and constantly runs promotions and limited-time offers to increase inmate satisfaction and drive higher sales commissions. GoCart includes items that may not be found in commissary.

GoCart supports purchases for special events like the Super Bowl or facility programming. It facilitates impulse purchasing for those who may have missed commissary. And it helps with security, because inmates who are treated as consumers feel and behave better.



Inmates who are **treated as consumers** feel and behave better.

# HEALTHY CART

A rotating selection of better for you items will be offered on our mobile GoCart for immediate purchase. The insulated cart allows us to sell fresh refrigerated items that inmates wouldn't normally have access to on commissary.



## REFRIGERATED

Chobani	Variety of Yogurt Cups	5.3 oz
Almark Brand	Hard Boiled Eggs	2 pk
Sabra	Hummus & Pretzel Cups	4.56 oz
ReadyPay	Fresh Fruit Cup	5 oz
Pro2Snax	Apples and Nut Mix	4 oz
Sabra	Guacamole	2 oz
ReadyPac	Veggie Snack Tray	4 oz
Oh Snap!	Pickled Peas, Beans, Carrots	2.25 oz
Bubly	Flavored Sparkling Water	20 oz
Nestle	Bottled Water	20 oz

## SNACKS

Quaker Oatmeal Cup	Various Flavors	2.65 oz
Baked Lays	Various Flavors	1.125 oz
Snyders	Fat Free Pretzels	1.5 oz
Popcorners	Variety of Popcorn Snacks	1 oz
Clif	Variety of Protein Bars	2.5 oz

Aramark's approach to pricing in Monterey County is to offer the lowest prices possible to the inmates. All products offered at Monterey County commissary are significantly below convenience retail pricing as well as significantly below national average correctional pricing. Along with offering overall low pricing to the inmates, we placed an additional emphasis on ensuring the lowest possible pricing on "healthy" items as well as "need to have" items such as clothing, shoes, hygiene, etc - pricing some items at/below our cost. We believe this approach best supports the County's objectives of both passing along the commission savings to the inmates/families as well as ensuring the overall stated nutrition needs are met through low pricing on healthy items.

In an effort to provide the best pricing available, we evaluated similar local Aramark commissary clients and used the similar item pricing as a base and then developed the proposed pricing with each appropriate commission level. We have submitted menus with commissions at 15%, 25%, and 35%.

**MONTEREY COUNTY RFP#10788****C.4 INVENTORY**

We use our proprietary CORE software to manage the entire warehousing process to ensure that product is received, placed in inventory, and delivered as expected. We work closely with our supply chain partners to address any vendor issues and mitigate discrepancies before they impact our clients.

Our staff is trained according to retailing principles and guidelines to establish an efficient pick-and-pack operation whether we are on site or at a local warehouse. All inventory will be housed on-site and is managed by dedicated Aramark staff, so we are able to address issues immediately, before they become a problem. Aramark requires our team to maintain an average of about two and a half weeks on hand of all commissary products. We have a 99% fill rate in commissary, so inmates will receive the products they order, or they will receive a credit in a timely manner if we are unable to deliver a particular product.

Prompt storage practices are followed to reduce theft and risk of product deterioration. Stock is rotated by referring to date stamps as new products are stored. Daily inspections are made of all storage areas to assure proper temperature, air flow and sanitation. These inspections and temperatures are documented. A quality control storage chart will be established to determine proper length of storage time and criteria to be used to check quality of products before pulling for production. Weekly inventory counts and order quota sheets established for the commissary menu and projected counts reduce the risk of excessive storage. Par order guidelines assure products are not ordered in excessive amounts and only as needed.

CORE Trust Fund interfaces with CORE Warehouse to ensure inmate orders are processed and deducted from their account, and inventory is managed. These applications enable us to provide detailed data and trend analysis back to Monterey County.

The system allows the user to set up pricing, indigent eligibility, tax tables for state and local government, and commissions. It includes total inventory on hand, current sales, and the cost of those sales. Additionally, the system creates a reorder guide, so our product supply never falls below a specified level. This helps us maintain sufficient inventory levels while ensuring that Monterey County's team follows first-in, first-out (FIFO) to rotate inventory and consistently fulfill orders with the freshest product. CORE generates a wide range of warehouse reports. Additional custom reports are available.



### PRODUCT PRICING

CORE Warehouse allows sites to maintain all pricing control locally, for easy and accurate implementation of product promotions. Prices are only accessible to management with tracking to indicate when the prices were changed and which user adjusted the pricing.



### INVENTORY ORDERING

CORE Warehouse has standard reorder reports that are designed to capture item sales for a specified period and recommends the case quantity to be ordered to ensure proper on-hand inventory. The local manager has override capability to increase inventory levels for seasonal trends or special events and holidays.



### SECURITY-RELATED REPORTING

The Surveillance Report is designed to assist Monterey County staff in item-specific purchase information. It allows staff to monitor buying behavior that could lead to hoarding or “tank boss” control, and to view housing unit purchasing patterns.



### LOST SALES ANALYSIS

This feature lets staff track and analyze inventory trends to eliminate product shortages for a full year or by the month. Data is captured weekly.



### COMPONENT USAGE

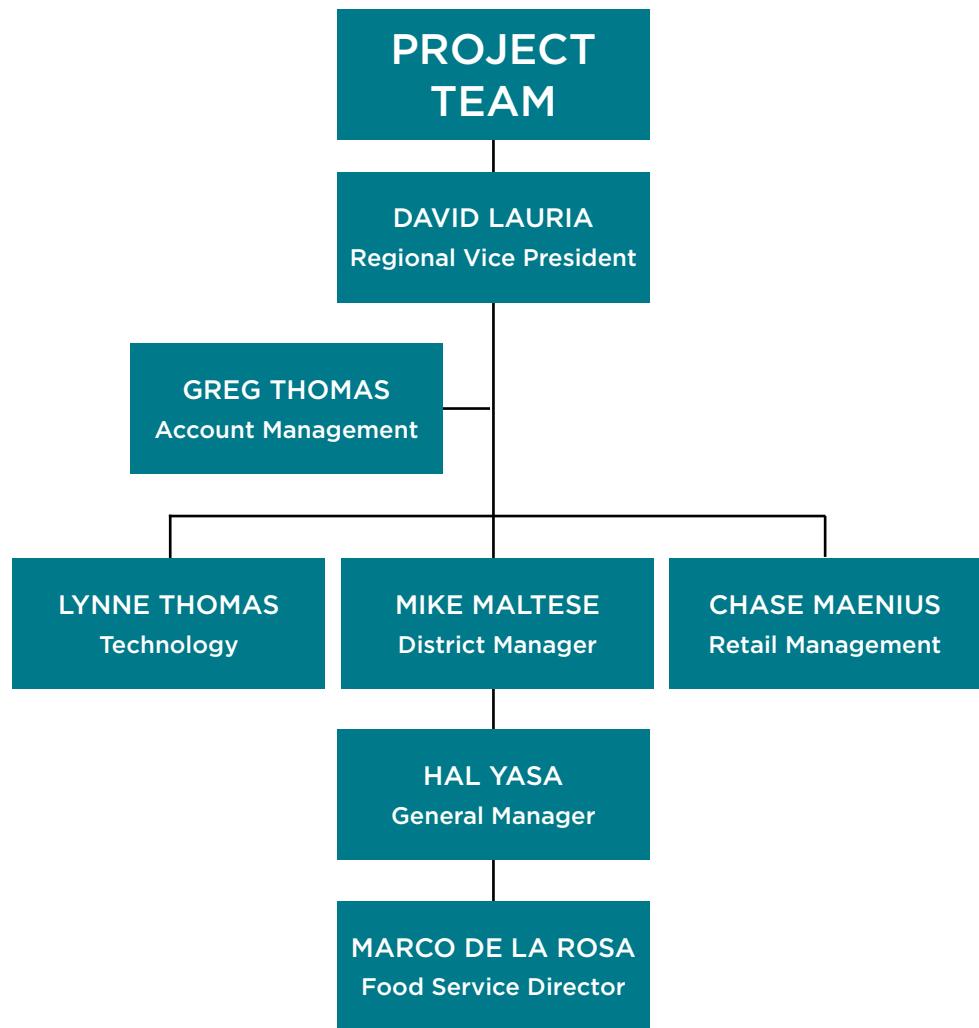
Staff receive a snapshot of the operation, including product sales volumes and pricing information.

#### C.7 COMMISSION STRUCTURE REQUIREMENTS

Aramark agrees and will comply. Commissions shall be paid monthly based on monthly net sales less any refunds, allowances, or adjustments for return services. Records of these commissions will be provided by Aramark, and will be fully accessible by Monterey County.

To ensure alignment with all requirements set out in Request for Proposal 10788, we have provided an organizational chart for our project team. This team will support food service, commissary operations, retail services, technology and account management.

## PROJECT TEAM ORGANIZATION CHART





## SECTION 4

# **COMMISSARY SYSTEM TECHNICAL ASPECTS PROPOSED**

## C.5 SYSTEM REQUIREMENTS

# INMATE ACCOUNTING SERVICE

Pairing technology with our proprietary CORE trust fund management application allows easy integration of these solutions. It provides the tracking clients need to make the right decisions for their population.

## CORE APPLICATION

CORE is our proprietary application that manages the inmate trust fund, property room, and commissary ordering. The application is flexible, functioning in a stand-alone environment or integrating with an existing inmate management system on a network. CORE Warehouse facilitates inventory management. Our IT team will work with you to configure the CORE Trust Fund and warehouse management accounting system at your facility, so your operations are enhanced, not disrupted.

## BENEFITS

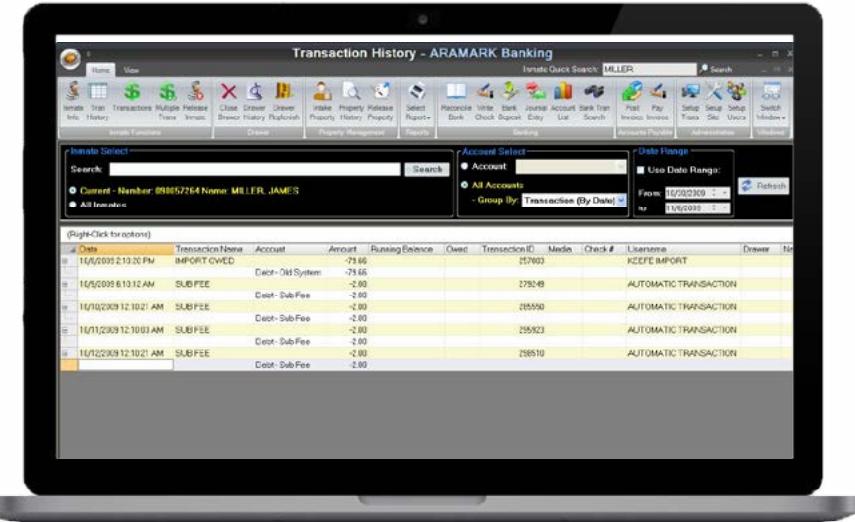
CORE is designed to eliminate a considerable burden on your staff, freeing up time to focus on safety and security. All user access, accounting functions, NUMI, inmate identification, transaction monitoring, restrictions, and tracking is managed and accessible through the application.

CORE integrates with the Request Management Application and can help reduce grievances. It provides visibility and tracking within commissary and FreshFavorites™ orders, requests, and grievance management.

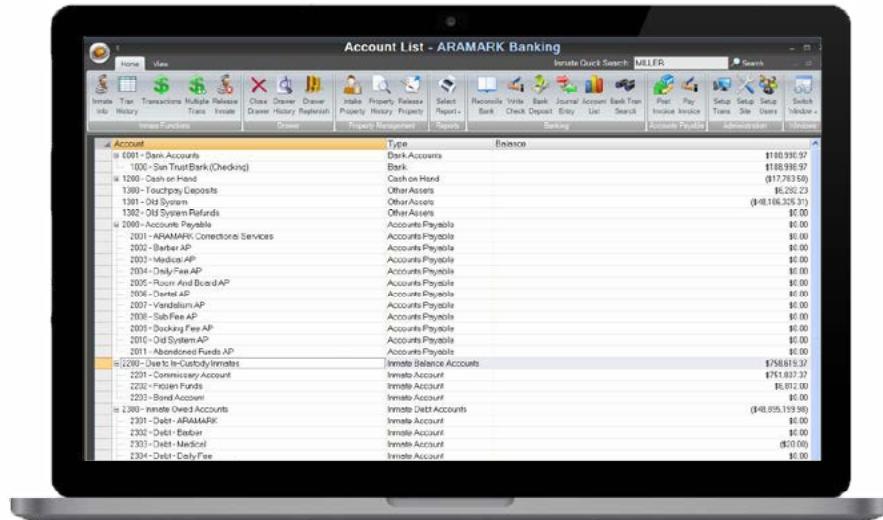
CORE is able to track individual trust fund accounts for inmates. Capabilities include identification using permanent or booking ID; the ability to restrict or prioritize purchases; express entry of checks and money orders; negative balance capability with automatic recovery; debt collection by account; and release with checks, cash, or the NUMI debit release card.

Administrators can track inmates' requests, including facility fees, medical copays, court costs, haircuts, commissary, deposits, and third-party releases.

## TRANSACTION



## ACCOUNT LIST



## SECURITY

CORE has been designed with a sophisticated security module. Users are added to the system and assigned rights to each software function based on their access level. CORE can also be linked to most enterprise security models, such as Active Directory.

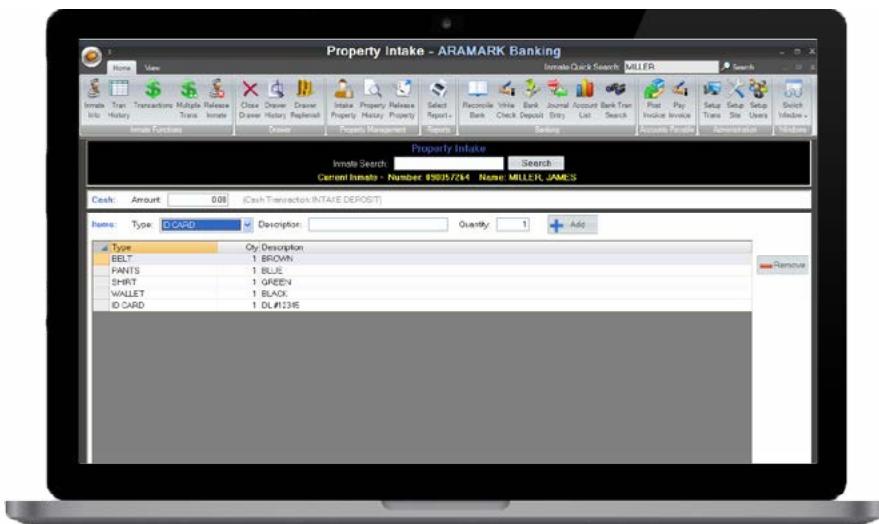
## FLEXIBILITY

CORE has been developed in modules: CORE Trust Fund, which is the trust accounting and inmate banking operation, and CORE Warehouse, which takes care of inventory control and point-of-sale processing. These two applications integrate with each other to allow for customer-specific deployment configurations.

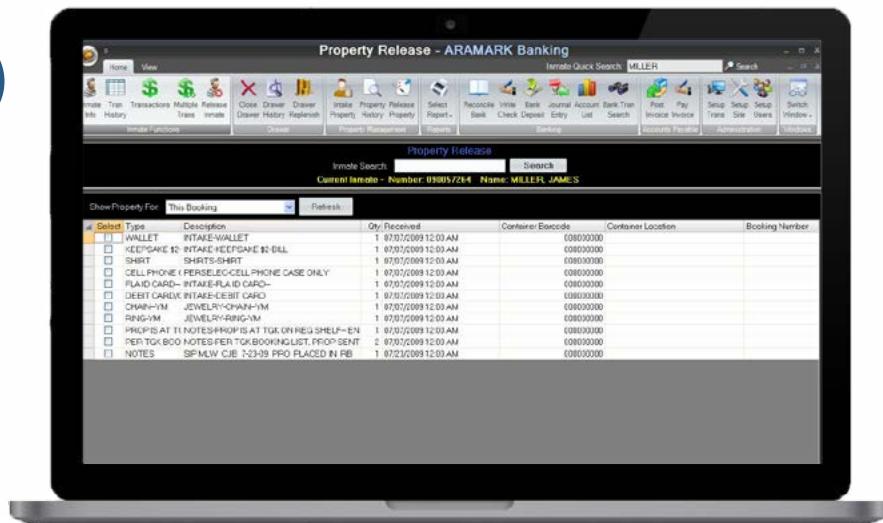


**Core can function in a stand-alone or networked environment. It is capable of communicating across most local or wide-area network (LAN/WAN) configurations and allows for quick and accurate communication between front and back ends.**

## PROPERTY INTAKE



## PROPERTY RELEASE



## STANDARD INTERFACE

The system features a separate module to control the interfacing properties, which allows for simple adaptation to new systems or integrations.

## INMATE TRUST FUND AND BANKING

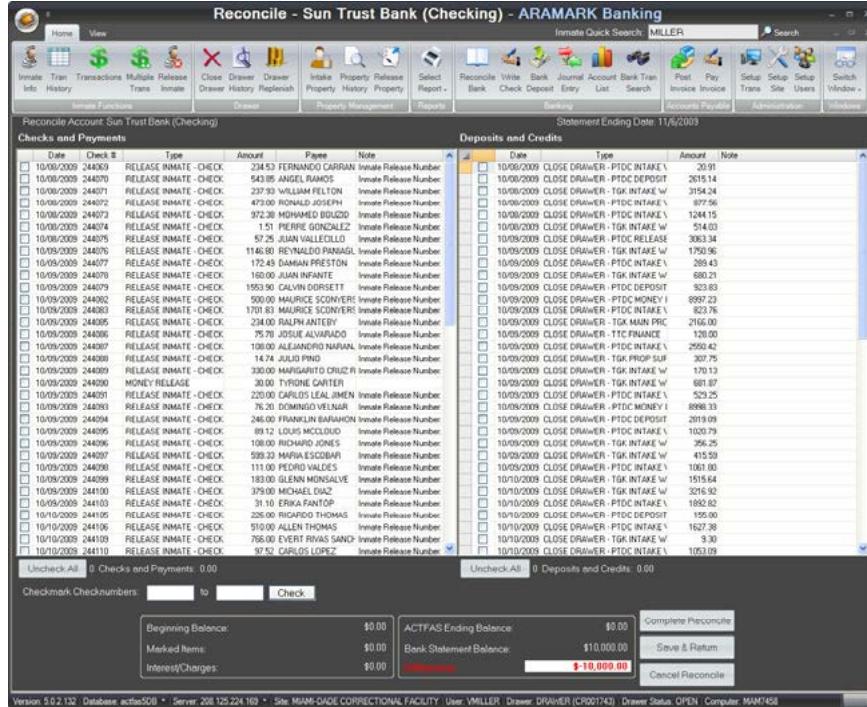
CORE's easy-to-use screen designs rely on the latest Windows technology, with trust fund and banking reports generated by Crystal Reports. The system offers user-friendly bank reconciliation with auto-detect for insufficient funds; a complete cash drawer system for multiple workstations and users; full, detailed, and accurate inmate account audit trails and reporting; and easy accessibility of general ledger account lists.

Bank reconciliation capabilities include the ability to manage multiple bank accounts; mug shots that are stored in CORE; electronic signatures; and full general ledger.

The system allows tracking for individual trust-fund accounts for inmates, using multiple demographics. For example, it uses permanent or booking ID; has the ability to restrict or prioritize purchases; allows express entry of checks and money orders; and offers negative-balance capability with automatic recovery. Debt collection is by account, and is configurable for hierarchical, first-in, or percentage debt settlement. Once released, parolees' accounts are settled with checks, cash, or our NUMI debit release card.

In addition, this solution monitors all transactions on inmate accounts, including facility fees, medical copays, court costs, haircuts, commissary, and deposits and third-party releases.

### BANK RECONCILIATION



# DEPOSITS

With various payment portals and payment methods, your consumers can make the best choice for themselves, wherever, whenever, and however they choose. They allow the elimination of cash handling and reduction of in-person contact, allowing you to reallocate staff to other needs. These deposit solutions feature integration with accounting software, allowing handling of all aspects of payments and having the ability to work at any facility. Payments accepted for probation, child support, statement payments, courts and municipalities, correction or fines, and fee collections.

## INTAKE KIOSK

The intake kiosk provides a fast and secure way to process inmates, reducing cash handling and cashier window hours, shortening the intake process, and decreasing the liabilities of cash processing.

The intake kiosk is easy to install, requiring only a standard electrical outlet and secure broadband Internet access. It accepts cash and coins in bulk for deposit transactions. There are step-by-step instructions on the kiosk that make it as easy to use as an ATM.

The system features a countertop-mounted terminal with a 12-inch bilingual touchscreen and a swivel base.

A bulk note feeder validates up to 30 bills and up to 300 coins per minute, checking for and rejecting counterfeit currency. Printed receipts can be stored in the inmate's property bag.

Security is built-in, with a digital camera and remote online monitoring for kiosk status and service. Kiosks are equipped with a fully secured door with a combination lock for courier and maintenance service.

Our intake kiosk  
is as easy to use  
as an ATM.



## COUNTERTOP TERMINALS FOR INTAKE

Countertop payment processing stations are PCI-compliant devices allowing facilities to process credit and debit transactions quickly.

The small unit reduces the space necessary for set-up. It is deployable in any area where cash deposits are not required. The device features an interactive touchscreen-based interface. With real-time account validation and on-demand electronic report, you can get instant customer receipts and 100% guaranteed transitions.



## LOBBY KIOSK

Friends and family can deposit money in an inmate's trust fund online, over the phone, or via a lobby kiosk in the facility, reducing complaints, shortening cashier hours, and decreasing liability to your facility.

Inmate accounts can be funded via cash, credit/debit cards, or online checks, and are credited instantly. All online check payments are credited through JPMorgan Chase & Co.



A Web services interface makes implementation easy and user-friendly. Inmate information is verified, customers are given a receipt confirming payment, and balance updates and transaction details are available instantly between Aramark and Monterey County's hosts.

For facilities where cash deposits are not required, we recommend deploying the lobby kiosk. The lobby kiosk accepts payments from Visa and Mastercard credit/debit cards, and is well-suited for lobby or visiting areas. The kiosk is PCI-compliant, and incorporates the same functionality, applications, and real-time automated funding and reporting as our other technology solutions.



**Inmate accounts can be funded via cash, credit/debit cards, or online checks, and are credited instantly.**

**Friends and family can use the lobby kiosk to deposit money in an inmate's trust fund.**

## WEB AND PHONE DEPOSITS

The online payment portal and IVR Automated Phone system accept transactions 24 hours a day, 7 days a week, 365 days a year. It can take multiple payment types for different departments and allows for near real-time payment posting with an English and Spanish interface.

## RETAIL WALK-IN DEPOSITS

Walk-in retail allows customers to make payments and deposits in cash at over 26,000 retail locations. It provides a cost-effective alternative for payers who prefer cash.

It also features a bilingual user interface for easy use. Facilities benefits include allowing multiple departments to accept payments. Those payments post immediately to the back office reporting and accounting system.



## THIS IS HOW IT WORKS:

REQUEST TO PAY ➔ GET PAYSLIP ➔ MAKE PAYMENT ➔ CONFIRMATION ➔ SETTLEMENT



## NUMI CARD

### DEBIT RELEASE CARD

NUMI Financial, the leader in stored-value card solutions for the criminal justice and corrections industry, is partnered exclusively with Aramark. NUMI offers inmate release cards that reduce administrative burdens for staff, establish tracking, and provide solutions for parolees to access money from their trust funds, once released.

The NUMI release solution is built specifically for corrections and is the most comprehensive solution in the industry, using both hardware and software to provide an easy, convenient, and secure release process. This fully integrated solution allows facilities to go completely cashless and eliminates the burden of managing money inside the facility. It works seamlessly with any accounting or jail management system.

### BENEFITS TO MONTEREY COUNTY

The Inmate Release Card program is FREE to corrections facilities. It increases efficiency through real-time reporting, reducing accounting department costs and resources, eliminating cash and checks, reconciling bank accounts, cutting the processing time of inmate releases, and eliminating unclaimed property reports. In addition, customer service and card issues are handled directly through NUMI. Free 24/7 support is supplied to facilities and cardholders, and a complimentary ICE transfer program is available to all participating sites.



**Free 24/7 support is supplied to facilities and cardholders, and a complimentary ICE transfer program is available to all participating sites.**

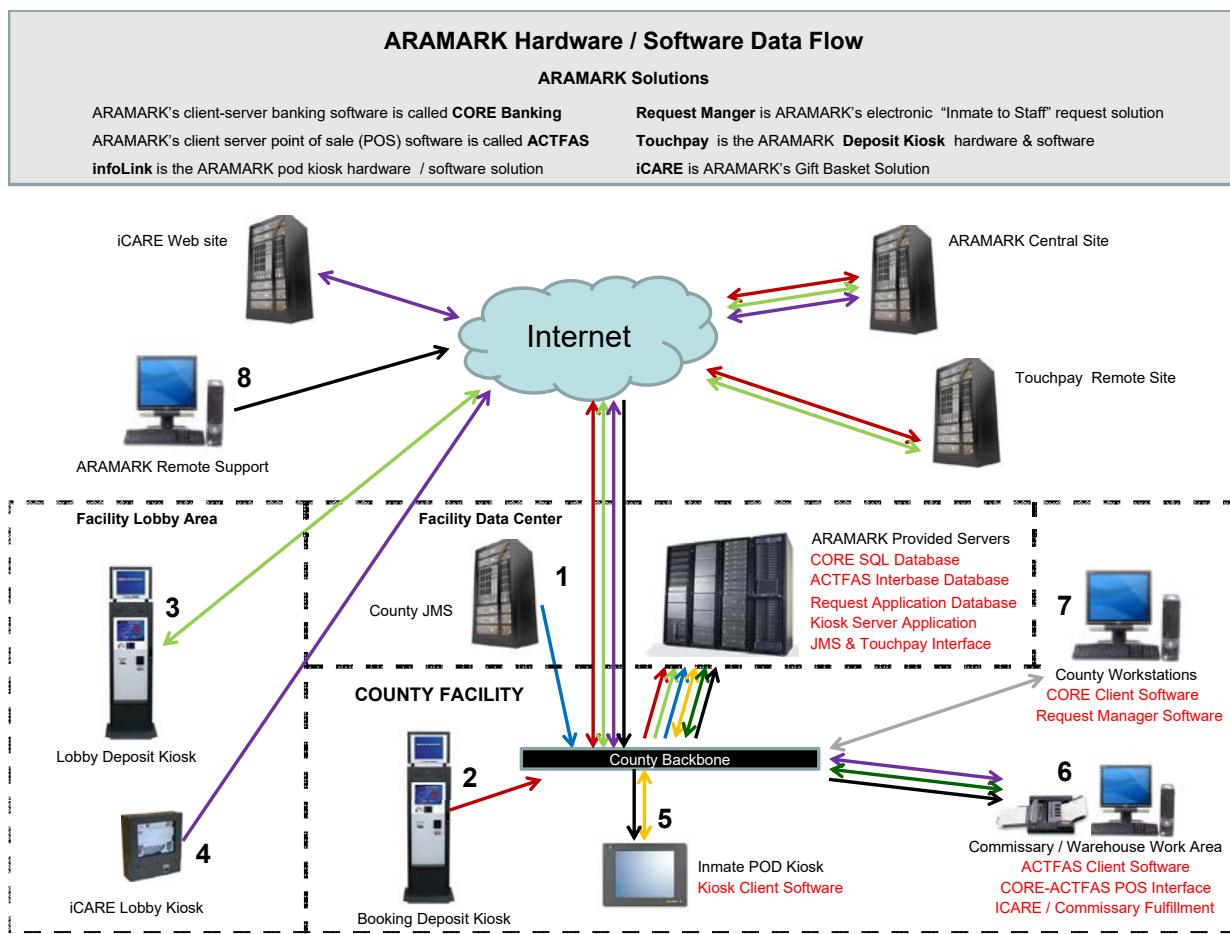
Parolees also benefit. Upon release they are able to immediately use funds, which eliminates concerns over releasing inmates during evenings and weekends without travel money. They can make purchases 24/7, anywhere Mastercard is accepted, and have 24/7 ATM access, including surcharge-free ATM access for select programs. The card can be used both inside and outside the U.S. It comes with instructional information and free online account management, and there is also 24/7 customer support. The monthly card fee is commensurate with fees charged by banks for checks.

In addition, there are no-fee options available for use and ATM access. These include PIN purchases, bank teller withdrawal with a valid ID at any bank, and getting cash back at checkout from participating retailers.

We developed our first inmate banking and commissary software, CORE, a little over 20 years ago. We worked with clients to determine what their specific needs were when we originally developed the program, and we have continued to refine and tailor the software as those needs have changed. Today, CORE continues to lead the industry with its state-of-the-art banking software.

Approximately 15 years ago, we completely revisited the commissary market to determine the future of the business. The standard model of commissary operation at that time was a warehouse/distribution model and very little thought was given to the inmate as a retail customer.

Through a large body of research and analysis, including discussions with our sister companies in higher education and business services, we developed a new model of commissary operation that focused on inmates, their families, and the facility objectives, to build a robust model of marketing, innovative programs, and technological breakthroughs to modernize and enhance the role of commissary in the correctional environment. The success of this approach is verified by typical revenue increases of 15% to 20% in facilities we take over.



As part of any solid system, security and flexibility is critical. Aramark's systems do not receive, send, or store any personal identifying information (PII). All users of CORE Banking are setup with a unique user name and password as well as different levels of user right to apply. Aramark has worked with the majority of the JMS vendors in industry as well as County developed custom JMS systems to develop both batch real-time interfaces to share data. In some cases the requirement has been to send or receive data via STFP. In other cases Aramark had developed an interface to share information via a JMS web service. Aramak will work with the County IT & current as well as any future JMS provider to define and develop such interfaces.

# TELECOM NETWORK: NETWORK SERVICES AND BANDWIDTH

Telmate's inmate tablets operate on Telmate's private network, connecting by way of a data line that Telmate will install and pay for. The County's network will not be affected in any way. We will seek your input to provide the best services tailored for you. To meet network service coordination requirements, Telmate will contract with a local internet service provider and order the required network services immediately upon award. This will allow us to ensure that the network provider has the required resources to provide service. To avoid the risk of any transition problems, a network provisioning specialist will be assigned to the County until the project is completely installed. Telmate's network solution and all necessary cabling and wiring will be provided at no cost to the County.

## TELECOM ARCHITECTURE

Telmate's telecom architecture removes the impact and risk involved with situating data storage equipment at your facility and ensures an unassailable level of both security and reliability. Instead of relying on old and outdated equipment, Telmate created a state of the art, centralized and cloud based platform .

## SECURE DATA ACCESS & TRANSMISSION

All data transmitted is secured via SSL (Secure Sockets Layer), which is the standard security technology for establishing an encrypted link between our web servers and any browsers that our clients use. This ensures the privacy and integrity of the data during Internet transmission. Plus, Telmate's multi layered security settings safeguard the integrity of all data and transactional records against unauthorized use and tampering.

## SECURE DATA STORAGE & DISASTER RECOVERY

Telmate's central architecture removes the impact and risk involved with maintaining data storage equipment and ensures an unassailable level of both security and reliability. The Telmate platform wasn't converted from a traditional telephone system or transitioned from an onsite solution to a centralized system. Telmate was built by a single team from the ground up as a centralized system with all the advantages that come with this modern architecture.

## JMS AND COMMISSARY INTEGRATION

Telmate has a tremendous amount of experience integrating with a wide array of JMS and Commissary systems, as well as a number of ancillary commercial correctional industry software solutions. Telmate is currently integrated with over 35 different JMS software platforms. These integrations have connected the Telmate system with everything from modern service oriented architectures to older mainframe solutions. We have conducted both file based (manual upload) integrations as well as real time, bi directional integrations.

We can also provide integration into commissary ordering via our IVR solution, which can also help facilitate medical records management. Telmate has been adapted to work with or around most technological and vendor specific roadblocks.

**MONTEREY COUNTY RFP#10788*****C.6 HARDWARE/SOFTWARE***

Aramark will work closely with County staff related to the release of any software updates. All updates will be communicated more than 48-hours in advance to ensure timing. As Monterey County's current commissary provider, all integrations have been completed and there will be no need to develop a detail conversion plan. Regarding ongoing daily operations, our technology teams will work closely with County staff related to any needed integration. Our team will help develop any required project plans and engage County IT teams to ensure a timely and smooth process.



## SECTION 5

# **CONTRACTOR REQUIREMENTS**

**A.1 ON-SITE PERSONNEL**

Aramark agrees and will comply with all on-site personnel requirements as described on pages 26 and 27 of the RFP.

**A.2 SECURITY**

## SAFE AND SECURE

The safety, security, and welfare of inmates and staff at Monterey County are critical. Standardized operations contribute to a strong security program, and with more than 45 years of corrections experience we have the best tools in hand. We realize no facility faces the same security challenges, so we customize our procedures to meet your needs. While our policies have been built on more than 45 years of corrections experience, we understand our security procedures must fit the security policies of your facility.

## ARAMARK CORRECTIONAL SERVICES SECURITY POLICY

As a company that specializes in seamless integration, we understand the need for strict security policies. We will work with Monterey County to achieve the following security deliverables:

- **Kitchen security**—Manage and maintain a safe and secure kitchen environment for inmates, staff, and officers.
- **Security audits**—Provide regular security inspections and oversight to ensure that your expectations are realized.
- **Security training**—Provide scheduled training to staff and inmates on security procedures and protocols.



## STANDARD POLICIES

- **Abide by your standards**—All food service/commissary staff functions will be executed in accordance with the security policies, procedures, and guidelines of your facility.
- **Trained in your policies**—We understand each person is responsible for his or her own actions relative to security.
- **Clearances**—All staff members must obtain and maintain security clearance as a condition of employment with Aramark.
- **Security briefings**—The food service director/commissary manager arranges security briefings for new employees. The facility administrator will determine length and time of the security briefing program.
- **Documentation**—Documentation of the security briefing is placed in each employee's personnel file.
- **Signed affirmation**—Each staff member signs an affirmation regarding his or her duties relative to security and continued employment.
- **Client updates**—The food service director/commissary manager regularly reviews our security procedures and compliance with the client.
- **Utensil shadow boards**—Secured shadow boards are used for serving and preparation utensils, particularly in inmate labor scenarios.
- **Food product controls**—We ensure strict control over food products that could be used in making contraband.
- **Food as inmate currency**—We eliminate to the fullest extent possible the use of food products as inmate currency.

## ARAMARK SECURITY OPERATIONAL PROCEDURES

Our security program is built on a firm foundation consisting of the following elements:

### KEY CONTROL

Our food service directors/commissary managers have a set of internal security keys for the following areas:

- Walk-ins
- Storerooms
- Spice cabinets

Main control also has a set of keys kept in a sealed envelope. When the seal is broken for an extra key, a report is filed. According to our policy, inmates never receive keys to storage areas or have access to keys. All external security keys for doors and loading docks are in possession of correctional officers only.

### VANDALISM CONTROL

Even under the closest scrutiny, facility equipment may be vandalized. If this occurs, we recognize the need to substantiate any inmate acts of vandalism.

**IDENTIFY** recurrent equipment failures and frequent repairs caused by vandalism to include in our weekly and monthly quality assurance audits and inspections.

**REMEDY** the problem by bringing solutions to the facility administrator in the monthly corrective action reports. Remedies include charging inmates for damages (where the jurisdiction allows) and redesigning the system to reduce incidents.

### ELIMINATION OF CONTRABAND AND POTENTIAL WEAPONS

Aramark teaches our staff that certain items have a greater value within correctional facilities than in the outside world. Our policy ensures that each manager is aware of the items considered contraband by Monterey County. Our corrections experience has shown that some items are controlled in all facilities:



**Medication**—This includes all prescription and nonprescription medicines, as well as syringes.



• **Potential weapons**—According to our policy, any article that could be used as a weapon is considered contraband (these include knives, fingernail files, scissors, razors, hammers, chisels, forks, spoons, and pot lids).



• **Shadow boards**—Our policy requires storage of all kitchen knives, cleavers, and sharpening stones on locked shadow boards in a highly visible location.



**Inmate handling of utensils**—Knives are tethered to work areas, and inmates cannot leave the area until all equipment is in place.



**Food-related Items**—Certain sensitive food items are locked in storage areas and issued only as needed.



**Cigarettes**—In most facilities, cigarettes and tobacco are the most popular form of contraband.



**Chemicals**—Cleaning chemicals can be potential weapons.

# SECURITY POLICIES ALLOW PEAK OPERATION

In cooperation with Monterey County's administrator, institutional security and custody procedures are adopted by your food service director and commissary manager. Our safety measures include:

- Constant supervision, management, and maintenance of your buildings, food service, kitchen supplies, and commissary
- Supervised inmate movement, behavior, and training amongst your inmate workforce, the general population, and commissary patrons
- Control of potentially hazardous items like knives, cleavers, and other tableware
- Consistent execution of security policies with collaboration between your food service director, commissary manager, and other staff to maintain a uniform approach to custody and safety

## OUR STAFF SECURITY PRINCIPLES

Thanks to our extensive experience in security, we provide the best possible training to staff, teaching them how to make the right decision in a time-sensitive situation.

### FOOD SERVICE DIRECTORS/ COMMISSARY MANAGERS

Our food service directors/commissary managers, for example, understand the role of our services in a correctional institution. They operate seamlessly with Monterey County's staff as department heads within the organization of the facility. Our managers are not correctional officers or deputies; however, they are trained to be alert to problems that might develop within the facility.



### CIVILIAN EMPLOYEES

Our civilian employees are present whenever the kitchen or commissary is open and in operation. Inmates must never be left in these areas without a civilian supervisor. We also hire staff members who can handle emergencies that may arise. Because of the potential for problems, supervisors must have experience directing inmates before being assigned to direct a unit by themselves.

### FOOD SERVICE/COMMISSARY STAFF

Our food service/commissary staff wear distinctive facility-approved uniforms. A dress code has been established for Aramark management personnel for each facility.

## MONTHLY SECURITY BRIEFINGS

Monthly security briefings are conducted for all Aramark staff by the food service director/commissary manager.

### SAMPLE TOPICS INCLUDE:

- Inmate Regulations and Rights
  - Food service responsibilities
  - Housing assignments
  - Privilege levels including visitor rights
  - Facility transfers
  - Court procedures
  - Worker status and medical clearance
- Officer Responsibilities
  - Badges and identification
  - Securing doors, gates, cells, and lockdown procedures
  - Responding to emergencies like facility fights, escapes, and injuries
  - Daily count routine
  - Use of force on inmates
  - Bookings, processing, and arrangements
  - Making rounds and contraband shakedowns
  - Officer stations and relief

		<b>SHIELD TRAINING</b>	<b>PREA</b>	<b>DO NOT REVIEW WHERE OFFENDERS CAN SEE OR HEAR</b>								
<b>Introduction</b> <b>DAY 1</b>	<p>The Prison Rape Elimination Act (known as <b>PREA</b>) seeks to eliminate sexual assaults and sexual harassment of offenders in correctional institutions and community correctional settings.</p> <p>Under PRFA:</p> <ul style="list-style-type: none"> <li>• Correctional facilities must institute a <b>ZERO-TOLERANCE</b> policy towards all forms of sexual abuse and harassment of offenders.</li> <li>• The federal act imposes an obligation on contractors, like Aramark, to adopt and comply with the PRFA standards.</li> </ul>											
<b>Manipulation</b> <b>DAY 2</b>	<p>Offenders will use acts of sexual misconduct as tactics to manipulate you.</p> <p>Despite the zero-tolerance policy against sexual misconduct of any sort between staff and offenders, these situations continue to occur.</p> <p>Offenders will use flattery, charm or other methods to attract your attention. Always be aware of the consequences of PRFA.</p> <div style="border: 2px solid red; padding: 10px; margin-top: 10px;"> <p><b>According to the Bureau of Justice Statistics:</b></p> <p><b>51%</b> of confirmed incidents of sexual victimization involved only inmates.</p> <p><b>49%</b> of substantiated incidents involved <b>STAFF</b> with inmates.</p> </div>											
<b>Safe and Secure</b> <b>Day 3</b>	<p><b>Be Knowledgeable</b></p> <p>To remain safe and secure, all Aramark associates must:</p> <ul style="list-style-type: none"> <li>• Be acquainted with the facility's procedures for reporting PRFA and comply with it.</li> <li>• Treat all reported PRFA incidents seriously, even PRFA.</li> <li>• Report appropriately through the chain of command! Information needed to report PRFA:</li> </ul> <table border="0" style="margin-top: 10px;"> <tr> <td style="border: 1px solid black; border-radius: 50%; padding: 5px; text-align: center;">1</td> <td style="border: 1px solid black; border-radius: 50%; padding: 5px; text-align: center;">2</td> <td style="border: 1px solid black; border-radius: 50%; padding: 5px; text-align: center;">3</td> <td style="border: 1px solid black; border-radius: 50%; padding: 5px; text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">Date of alleged assault</td> <td style="text-align: center;">Victim's name and offender number</td> <td style="text-align: center;">Suspect's name and offender number</td> <td style="text-align: center;">Location of alleged assault</td> </tr> </table>				1	2	3	4	Date of alleged assault	Victim's name and offender number	Suspect's name and offender number	Location of alleged assault
1	2	3	4									
Date of alleged assault	Victim's name and offender number	Suspect's name and offender number	Location of alleged assault									
<b>Managing Offenders</b> <b>DAY 4</b>	<p>Refrain from engaging in any act of sexual abuse or sexual harassment of an inmate. Sexual abuse or sexual harassment of an inmate by an Aramark associate will result in <b>IMMEDIATE TERMINATION and may lead to criminal charges</b>.</p> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><b>In the NEWS:</b></p> <p>A prison food service worker has been sentenced to two years in federal prison for having sex with two offenders at a federal prison camp. The food service worker admitted to engaging in multiple sex acts with a female offender on more than one occasion during the summer of 2014. He also admitted having sex with another female inmate. The ex-prison food worker was sentenced to 21 months in prison for pleading guilty to sexual abuse by a U.S. District Judge. The judge also ordered 10 years of supervised release and registration as a sex offender.</p> </div>											
<b>Review</b> <b>Days 5-7</b>	<p><b>Shield Training Quiz Questions:</b></p> <ol style="list-style-type: none"> <li>1. True or False: Aramark associates do not have to familiarize themselves with the facilities PREA reporting policy?</li> <li>2. Which of the following PREA incidents should be reported?           <ul style="list-style-type: none"> <li>a. Allegations of harassment</li> <li>b. Suspected acts of sexual abuse</li> <li>c. You see an offender force themselves on another offender</li> <li>d. All of the above</li> </ul> </li> <li>3. True or False: PREA protects offenders from sexual abuse or sexual harassment.</li> <li>4. What does PREA stand for?</li> </ol> <div style="text-align: right; margin-top: 10px;">  </div>											

Quiz Answers: 1. False, 2. d, 3. True, 4. Prison Rape Elimination Act

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Shield Training Brief



#### A.3 WORK SCHEDULE

We understand that Monterey County will outline the required meal times and on times may adjust this to accommodate staffing and other operational challenges. As part of our response, we have provided a proposed staffing schedule to support both commissary and food service operations. If the delivery times are modified, we will provide an updated staffing schedule for the County's review.

#### A.4 RESPONSE TIME

We have a 24-hour hotline in place for Monterey County. The number is 877-559-5813. Additionally, we will provide an email address of [acsretailsupport@aramark.com](mailto:acsretailsupport@aramark.com) for electronic submissions. We work closely with our technical teams to ensure all issues are addressed and completed within 24 hours, when applicable. If any issues are not able to be completed or addressed within a 24-hour window, we will communicate directly with your staff and provide an appropriate response time. We acknowledge and understand that penalties and possible liquidated damages could be applied in instances where updates and specific task are not completed.

#### A.5 EMERGENCIES

As part of our ongoing focus on equipment and work space, we will ensure all equipment or facility repairs are brought to the County's attention immediately. We continue to ensure all equipment is in good working order through our daily inspections but we understand that things may come up during meal preparation and service. Our team will document any and all equipment or facility issues and then notify the specific County contact. Additionally, we will ensure the appropriate steps are taken immediately to secure the equipment and space impacted.

To ensure proper procedures and communication is in place related to equipment and facilities, we also understand the need to have contingency plans for our daily operations. The following provides details related to our approach to support emergencies within our food service and commissary operations.

## EXCELLENCE IN TIMES OF EMERGENCY PREPARED TO RESPOND

No food service operation in a correctional facility fulfills the needs of the facility unless it can react to emergency situations.

**We have efficiently responded to:**

- Facility lock-downs
- Union/public transportation strikes
- Extreme weather events like flooding
- Commute challenges
- Facility power failures

Our contingency plans ensure that every inmate receives scheduled meals during extreme situations and emergencies. A network of sister facilities also provide support, equipment, and alternative preparation sites. To face emergency scenarios, we

have partnered not only with correctional facilities but also sites in our other business units, such as colleges, universities, businesses, sports and entertainment venues, and schools.

## OUR EMERGENCY CONTINGENCY PROCESS

We intend to provide our regular menu on time unless there are situations that occur outside of our internal control. Aramark has several safeguards built into our program to ensure continuity. We also maintain a Quick Response Team, trained to respond to any event that may arise.

Please review the following overview of our emergency plan, which is put into place in the event that a facility is inoperable. A short-term contingency menu may additionally be developed by the district manager and our dietitian for your approval upon award of the contract. The Food Service Management and Operation Agreement usually specifies that the county will bear any additional cost incurred during an emergency.

## EMERGENCY SUPPLIES



Products incorporated into contingency menus align as closely as possible to those served on a daily basis to provide a menu that deviates from the norm as little as possible.

Depending on the emergency, some specialty products such as canned foods may be stocked to cover the need. These specialty products will be rotated and replaced every 12 months or by the "best before"/"use by" date, whichever comes first.

## POWER OUTAGE



When equipment is inoperable due to loss of power. Managers may implement temporary menus developed with the assistance of the district manager and our dietitian. A sample utility contingency menu is included and will be adjusted based on need. The three-day menu could be repeated in the event of a longer disruption. Refrigeration, steam, or cooking gas are not needed to serve this menu. Refrigeration will be maintained by the use of dry ice and cubed ice purchased from our purveyors. The contingency menu does require potable water for food preparation. If there is a disruption in water service, our manager will ensure that procedures are followed to boil tap water, use commercially bottled water, haul water from an approved public water supply in a covered sanitized container, or arrange to use a licensed drinking-water tanker truck.

## LOCKDOWNS



If a disturbance in the facility or serving area requires a lockdown, our managers are trained to respond immediately. Each manager for Aramark's correctional services division must be completely familiar with these procedures:

- In all instances, the kitchen should be immediately secured.
- All potential weapons should be returned to the shadow board.
- Exterior entrances, including loading docks, should be secured.
- Elevators should be returned to the kitchen level and locked.
- Unnecessary movement in the food service area should cease.
- The manager should assign responsibilities for lockdown procedures in advance; however, everyone without an assignment should stay where they are.
- If the lockdown is expected to continue throughout meal service, our manager will coordinate with their district manager and the Aramark dietitian to deliver a menu that can be prepared with products on hand, based on the available resources; the menu will be nutritionally adequate.
- The jail administration will keep the manager advised of the situation and the lifting of the lockdown.



# SAMPLE UTILITY CONTINGENCY MENU

Attempt to follow this basic menu pattern. Make changes as appropriate based on the emergency at hand. This basic pattern can be repeated if needed to meet longer-term needs, up to two weeks. Contact your regional dietitian if additional menus are needed.

## DAY 1

**No refrigeration, steam, or cooking gas needed**

**Assumptions:**

- Potable water is available for food preparation

BREAKFAST		LUNCH		DINNER	
Fresh Fruit or Juice	1 @ OR $\frac{1}{2}$ cup	Cheese	3 oz	Ham	3 oz
Dry Cereal	$1\frac{1}{2}$ cups	Bread	4 slices	Bread	4 slices
Bread	2 slices	Condiments	2 @	Condiments	2 @
Peanut Butter	4 tbsp.	Chips	1 @	Chips	1 @
Jelly	$\frac{1}{2}$ oz OR 1 @	Fruit	1 @ OR $\frac{1}{2}$ cup	Fruit	1 @ OR $\frac{1}{2}$ cup
**Milk	8 oz	Sandwich Cookies	3 @	Cookies	3 @
		Beverage	8 oz	Beverage	8 oz

\*\* Assumes that milk in coolers would be served at the meal following loss of electricity if coolers are kept closed and milk temperatures stay below 40° F.

- If milk is above 40° F, replace milk and sugar with fruit drink and one more jelly. Replace dry cereal with two more slices of bread and 2 tbsp. more of peanut butter.
- Morning beverage may be substituted for milk if on hand.

**DAY 2****No refrigeration needed****Assumptions:**

- Potable water is available for food preparation
- Steam and cooking gas are available

<b>BREAKFAST</b>		<b>LUNCH</b>		<b>DINNER</b>	
Fresh Fruit or Juice	1 @ OR $\frac{1}{2}$ cup	Pasta	$1\frac{1}{2}$ c	Peanut Butter	4 tbsp.
Hot Cereal	$1\frac{1}{2}$ cup	Meatless Sauce	$\frac{1}{2}$ c	Bread	4 slices
Bread	2 slices	Bread	2 slices	Jelly	1 oz OR 2 @
Peanut Butter	4 tbsp.	Fruit	1 @ OR $\frac{1}{2}$ cup	Chips	1 @
Jelly	$\frac{1}{2}$ oz OR 1 @	Cookies	3 @	Fruit	1 @ OR $\frac{1}{2}$ cup
		Beverage	8 oz	Cookies	3 @
				Beverage	8 oz

**DAY 3****No refrigeration needed****Assumptions:**

- Potable water is available for food preparation
- Steam and cooking gas are available

<b>BREAKFAST</b>		<b>LUNCH</b>		<b>DINNER</b>	
Fresh Fruit or Juice	1 @ OR $\frac{1}{2}$ cup	Beans (Pinto, Northern, etc.)	1 c	Plain Canned Tuna or Chicken	3 oz
Hot Cereal	$1\frac{1}{2}$ cup	Rice	1 c	Bread	4 slices
Bread	2 slices	Vegetable	$\frac{1}{2}$ c	Mayo and Mustard Packet	1 @ each
Jelly	$\frac{1}{2}$ oz OR 1 @	Bread	4 slices	Vegetable	$\frac{1}{2}$ c
		Fruit	1 @ OR $\frac{1}{2}$ cup	Fruit	1 @ OR $\frac{1}{2}$ cup
		Cookies	3 @	Cookies	3 @
		Beverage	8 oz	Beverage	8 oz

# COMMISSARY EMERGENCY PLAN

## EMERGENCY PROCEDURES

No commissary operation in a correctional facility will fulfill the needs of the facility unless it can react to emergency situations. Because Aramark's correction services division has a variety of correctional clients across the country, we have at one time or another experienced emergency situations that have included client employee strikes, fire hazards, blizzards, tornadoes, power failures, public transportation strikes and hurricanes. We even faced the earthquake in the San Francisco/Oakland area where we operate both county facilities. We are proud of the fact that we continued with service to all facilities without interruption. We have also continued to meet our commissary obligations in all our California, Oregon, Washington, and Colorado facilities during the ongoing, devastating wildfires.

In all situations, we have contingency plans that allow us to continue service in spite of extreme circumstances. We will utilize our local office and warehouse within Monterey County as a contingency operation to ensure the continued commissary delivery during any emergency scenarios.

We are confident that our experience with disasters in the past will be a benefit to the inmates, officers, and potential family members that will expect our assistance. In the event that your correctional facility is not operable, we submit the following overview of Aramark's emergency plans:

## EMERGENCY PROCEDURES

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## CONTINGENCY PLANS

It is the intention of Aramark to provide our regular commissary deliveries on time unless this becomes absolutely impossible. Aramark has several safeguards built into our program to ensure continuity. Our corporate staff can be contacted by phone at 1-(800) 777-7080 or 1-(800) 777-7090.

We also maintain a staff of troubleshooters who are trained to respond to any event which may arise. We have developed the following plan, with support letters from suppliers, in order to provide continued service despite major disruptions to everyday circumstances.

## CONTINGENCY POLICIES

Event	Short-Term Solution	Long-Term Solution
Strike by Supplier	Aramark would retain a minimum two-week supply of product at our warehouse along with our local operations within Monterey County.	Change supplier to previously determined alternate.
Lockout of Employees	Aramark will have the commissary manager, district manager, and other previously screened personnel on call. In the event that sufficient staff is unavailable to complete bagging, truck delivery, and delivery to the inmates, Aramark will have backup personnel to call on.	Advertise for additional personnel.
Lockdown of Inmates	Alternate commissary menus may be used until sufficient staff is available for normal production.	Utilize staff on call and newly hired personnel to pick, pack, and deliver bags to the inmates.
Loss of utilities and/or facilities due to flooding, earthquake, fire, explosion, hurricane, etc.	Depending on the situation, Aramark will utilize and develop alternate menu and food produced at other facilities in the area.	An alternate menu will be according to the delivery logistics of the facility.

## DISTURBANCES

If a disturbance in the facility or serving area requires a lockdown, our manager must respond immediately. Each Aramark correctional services manager must be totally familiar with procedures:

1. In all instances, our operations should be immediately secured.
2. All potential utensil's, box cutters, etc. returned to the shadow board.
3. Exterior entrances, including loading docks, should be secured.
4. Elevators should be returned to the ground level and secured.
5. Unnecessary movement in operations shall cease.
6. The manager should assign responsibilities for lockdown procedures in advance. However, everyone without an assignment should stay where they are.
7. The correctional facility administration will keep the manager advised of the situation and the lifting of the lockdown.

## COMMISSARY DIRECTOR DUTIES

1. Determine that all equipment is in working order.
2. Order any necessary office supplies.
3. Develop special cleaning schedules.
4. Rearrange all product to accommodate largest possible orders.
5. Prepare product and supply orders for length of time specified by the District Manager.
  - Paper
  - Cleaning supplies
  - Linen-including special items needed
  - Arrange for TV rental if a lockdown is likely
  - Arrange extra pest control treatment for just before strike
6. Ensure first aid kit is well stocked.

## EMERGENCY TELEPHONE NUMBERS

David Lauria, Regional Vice President: 502-558-8735

Michael Maltese, District Manager: 480-202-1357

## ALTERNATE DISTRIBUTION FACILITY

As an alternate facility, our local operations warehouse is located at 517 West St. John Street, San Jose, CA 95110, which can fulfill all commissary orders with current stock on hand. This facility would only be used if we experienced a interruption of our Sacramento warehouse or the roads leading from Sacramento to Monterey.

Aramark Northern California Commissary Distribution Warehouse:

8331 Demetre Ave  
Sacramento, CA 95828

## DISASTER RECOVERY

As part of Aramark's typical hardware/software implementation, Aramark will meet with all IT business and operational groups to ensure a Backup and Disaster Recovery Plan is in place to provide for minimal downtime in the case of an emergency.

- On a site-by-site basis, Aramark will review to ensure proper solutions are implemented to handle backups and disaster recovery as we realize every facility may have their unique requirements and/or needs.
- All Aramark provided software/hardware components are supported by Aramark's 24/7 Technical Support. The Technical Support staff is available to handle all levels (1, 2, and 3) of support incidents.
- From a hardware perspective, all PC and server equipment provided by Aramark has a mission critical 24/7/4 support agreement in place. This allows for quick repair of minimal level failures.
- From an operating system/application hosting perspective, Aramark uses virtual servers on their hardware platforms so copies of the virtual servers are available in case of hardware/software failure. If a failure occurs, the backup virtual server will be initialized and the solutions will be brought back online with minimal downtime.
- Aramark uses Dell Servers, which come equipped with several redundant key components and with RAID Level 5 to limit hard drive failure or downtime. Aramark typically provides secondary hardware fail-over systems, at the physical location, which are used in the case of total hardware system failure. A copy of the virtual server will be stored on the secondary hardware system can be brought online in short time window to reduce downtime.
- In regards to Aramark's software applications, Aramark will devise a routine database backup schedule or setup a database replication plan. This ensures all data is readily available in case of failure.
- If all parties agree, Aramark can setup an off-site backup schedule which will ensure all applications and data are available off site. This would allow for data access in the event a major disaster were to occur.
- In the event of total catastrophic failure, the local work groups could gain access to their applications via remote access (if remote access is available). Another option, especially if stable remote access is not available, is to deploy a standby system from our Monterey County warehouse.

## DISASTER RECOVERY & DATA

Aramark will provide the CORE Banking application in a remote hosted environment. A remote DR site will be in place at a second physical location. The hosted solution will be set up with Active-Passive disaster recovery. With this method, site data is continuously backed up to a read-to-go secondary site and will be designed to fail-over automatically.

Aramark will ensure a secure environment is provided to host the CORE Banking application and banking data. Our hosting provider has enhanced security protocols and standards that protect all of the hardware, software and network components.

Aramark will maintain the controls through the term of the contract. Key points of the controls are Aramark will maintain separate environments for production, test and training. CORE Banking data will be encrypted in transit, at rest and when archived for backup purposes. Security events and access will be logged and monitored. Suspicious activity will be investigated and documented. All environments will have security controls and access will be controlled by firewalls to prevent unauthorized access. Aramark will use our hosting provider's vulnerability management application, which uses a non-intrusive internal scanner, to do monthly scans to assess our overall environment for security threats. Immediate remediation will take place if areas of concern are detected. Aramark will ensure strict user access controls are in place to prevent unauthorized access to the overall hardware, software network environment. Aramark will ensure anti-virus and anti-malware are installed and online updates occur systematically Aramark will use an external vulnerability application to test remote direct access and vulnerability concerns on scheduled basis. Any issues detected will be documented and resolved.

As part of Aramark's typical hardware/software implementation, Aramark will meet with all IT, business, and operational groups to ensure a Backup and Disaster Recovery Plan is in place to provide for minimal downtime in the case of an emergency.

An additional backup process will be devised where database backups run at a set interval to an external backup solution at the hosting site data center. Physical backups are loaded onto tape and stored in a separate area of the data center

## SUPPORT

We at Aramark pride ourselves on our support record. We react promptly to any hardware or software issue. A proven support network is in place to analyze and address each type of call. On-site personal are the first line to receive a support call and escalate as necessary.

- Based on the incident, a commissary support manager (CSM) may be called to address the issue.
- A 24/7 support desk is available to assist in all hardware-, software-, and network-related issues. Remote control functionality allows the support desk to connect and address software- and network-related items.
- All PC- and server-related hardware is purchased from Dell with a 24/7/4 support contract. A Dell technician will replace hardware components. Aramark support staff will handle all software-related issues (such as replacing an operating system image, application configuration, and network support).
- If necessary, an Aramark hardware/software technician will be dispatched to resolve the incident.
- CORE software is maintained and upgraded as needed for existing functionality at no additional cost to the client.

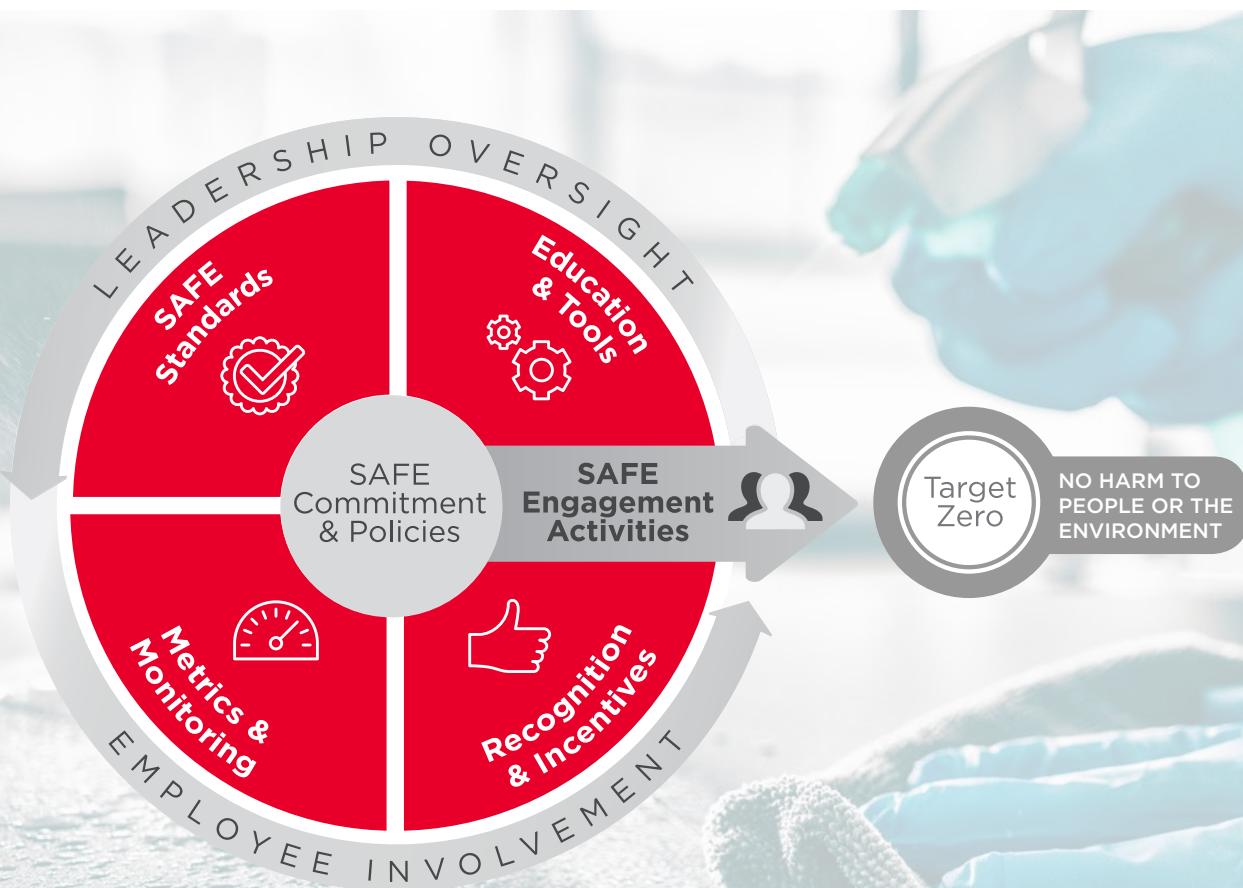
#### A.6 SAFETY AND PRODUCT CONTROL

Aramark agrees and will comply with the safety and product control requirements as described on page 29 of the RFP.

# SAFETY AND RISK: OUR APPROACH PROTECTS

To ensure safety is at the forefront of operations, we will implement our SAFE program at Monterey County. Providing a common framework that our people use every day allows us to identify, evaluate, and manage risks.

This management system is composed of front-line-focused processes, programs, and metrics designed to improve performance in food, occupational, and environmental safety. **Aramark's SAFE program is how we control risk, drive continuous improvement, and deliver on our uncompromising commitment** to the safety of our employees, clients, consumers, shareholders, and the communities we serve.



# KEY SAFE ENGAGEMENT ACTIVITIES

Our safety targets are achieved when leaders and managers create a culture that fosters inclusion, inspires awareness, and changes behaviors through daily routines. The following SAFE Engagement Activities are the key activities that, when effectively implemented, move us closer to Target Zero.



## SAFE BRIEF

Safety begins with awareness. Setting clear expectations and providing associates with the information and tools they need to stay safe is crucial to success. The SAFE Brief provides managers and associates with a single topic to review each week and generates daily reminders of our safe behaviors, practices, and procedures.

## SAFE OBSERVATION

While training employees is a critical first step, training alone is never enough. The SAFE Observation checklist has been designed to help managers focus on common behaviors and conditions leading to preventable employee injuries. The SAFE Observation is highly visual and simple to use, and managers routinely observe associates, ensuring they can demonstrate a clear understanding of what employees have learned.

## SAFE INVESTIGATION

Our simple, repeatable process helps managers respond quickly and appropriately to instances of injury. This process includes treating the injured employee and ensuring that they receive proper care, reporting the injury in a timely manner, conducting a thorough investigation, implementing strong corrective actions, and, if the employee has to miss work, ensuring that we do everything we can to return them to work as soon as possible.

## SAFE SUPPORT VISIT

Visits improve the organization's overall safety performance by providing additional support and assessments of high-value locations identified by Aramark's safety and risk control team. These visits include working on site to help identify hazards and compliance gaps and find workable solutions. The process is an independent, periodic, and objective means to evaluating and improving our safety performance.

# SAFE STANDARDS

Our SAFE Standards are our risk and safety cornerstones, establishing targeted, simple guidelines to support compliance and reduce risk.



## FOOD SAFETY

Keeping food safe from plant to tray



## COMMISSARY SAFETY

Using equipment properly for pick-and-pack operations



## OCCUPATIONAL SAFETY

Ensuring a healthy workplace where no one gets hurt



## ENVIRONMENTAL SAFETY

Properly managing environmental compliance



# FOOD SAFETY

We continuously enhance our food safety standards to keep them the highest in the industry, helping us increase quality and value to those we serve and further positioning us as an industry leader. Our standards are built under HACCP (Hazard Analysis Critical Control Point) principles to apply control measures to prevent the occurrence of any potential food safety issues and to meet all state and federal requirements.

## FOOD SAFETY STANDARDS

### FOCUS ON:

- Associate health
- Hygiene
- Location and equipment
- Pest management
- Cleaning and sanitation
- Receiving and storage
- Food handling
- Service and delivery
- Hazard control and management

**Our internal assessment processes, such as SAFE Briefs and SAFE Observations, are designed to reduce workplace injuries. Since their implementation, we continue to see positive results.**



## VENDOR PROTOCOLS

Based on recognized global food safety standards and best practices, our vendor food safety and sanitation standards meet and even exceed government regulations and industry standards. Accordingly, vendors must:

- Operate under an HACCP-certified plan
- Complete third-party inspections every year
- Document pest control, sanitation, and product safety programs

## PROCESS AND PREPARATION

After food arrives from vendors, it needs to be handled, processed, prepared, and served properly. Aramark's food safety program keeps food safe during each step of the flow-of-food process.

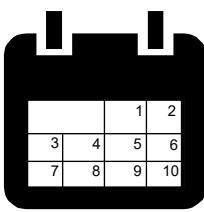
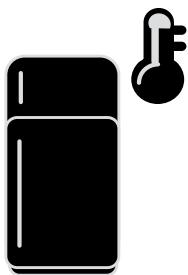
- Food safety practices and procedures are followed and documented.
- Routine or daily pre-service meetings are held with food handlers.
- Federal, state, and local health codes are understood and followed.
- Quality control checks are regularly completed.
- Ongoing training is conducted, tracked, and enforced.
- At least one manager during all hours of operation is required to have a ServSafe certification, the highest standard in the industry, administered by the National Restaurant Association.

## EXAMPLES OF QUICK STANDARDS CARDS

Quick Standard	Cooking & Reheating	Food Safety FS-FH-07-QS-01 04/14/15 Page 1 of 2
	<p><b>1. Verify that foods are cooked and reheated to the required temperatures.</b></p> <ul style="list-style-type: none"> <li>✓ Post the Aramark Minimum Internal Cooking &amp; Reheating Temperatures Sign in all production areas where foods are cooked and/or reheated.</li> <li>✓ <b>Aramark-prepared foods</b> – Make sure final internal temperature reaches 165°F (74°C) for 15 seconds for all reheated foods.</li> <li>✓ <b>Commercially processed precooked foods and ready-to-eat foods (for immediate service)</b> – Check representative samples to make sure they reach 140°F (60°C).</li> <li>✓ Make sure associates know the right methods for taking temperatures for: pans or pots; dense meats; thin meats and fish; and soups and sauces.</li> <li>✓ Make sure a sufficient number of food temperature readings are taken: <ul style="list-style-type: none"> <li>– At least twice per reading for large items</li> <li>– At least two times from each piece of equipment when batch cooking</li> </ul> </li> <li>✓ Verify that temperatures are checked for every batch of food products reheated after being prepared, cooked, and cooled.</li> <li>✓ Make sure the Aramark Final Cooking &amp; Reheating Temperature Log is used to record final cooking and reheating temperatures.</li> <li>✓ Do not allow associates to serve any foods that are not cooked or reheated to the required temperatures.</li> </ul>	
	<p><b>2. Make sure associates have the appropriate equipment and utensils for cooking and reheating.</b></p> <ul style="list-style-type: none"> <li>✓ Make sure associates use equipment designed for cooking and/or reheating.</li> <li>✓ Remind associates to visually inspect all utensils and equipment prior to and during cooking and reheating.</li> <li>✓ Provide an adequate number of dedicated utensils for cooking and reheating.</li> <li>✓ Provide a properly calibrated digital thermometer for taking internal temperatures of all foods. Refer to the Aramark Thermometer Calibration Help Guide.</li> </ul>	
	<p><b>3. Make sure that general cooking and reheating rules are followed.</b></p> <ul style="list-style-type: none"> <li>✓ Verify that associates: <ul style="list-style-type: none"> <li>– Properly thaw all frozen TCS food products intended to be reheated</li> <li>– Properly prepare, thaw, cook, and cool refrigerated TCS carryover and over production foods intended to be reheated</li> <li>– Do not reheat foods that have not been properly cooled, held cold, or thawed</li> </ul> </li> <li>✓ Confirm that associates stir, rotate, or flip food during cooking and reheating.</li> <li>✓ Make sure all parts of the food are reheated to the required minimum temperature within 2 hours.</li> </ul>	

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## EXAMPLES OF QUICK STANDARDS CARDS

Quick Standard	Thawing	5								
	<p><b>1. Adequately plan and prepare for thawing.</b></p> <ul style="list-style-type: none"> <li>✓ Do not allow associates to thaw foods at room temperature.</li> <li>✓ Do not allow foods to be thawed by slacking unless it is conducted in a refrigerator.</li> <li>✓ Plan ahead to verify that the preferred method of thawing under refrigeration is used.</li> <li>✓ Plan enough time to thaw large items, such as whole turkeys. In a refrigerator operating at 36°F to 40°F (2°C to 4°C), allow approximately 24 hours for every 4 to 5 pounds.</li> </ul> <table border="1" style="margin-top: 10px;"> <tr> <td style="padding: 5px;">4 to 12 pounds</td> <td style="padding: 5px;">1 to 3 days</td> </tr> <tr> <td style="padding: 5px;">12 to 16 pounds</td> <td style="padding: 5px;">3 to 4 days</td> </tr> <tr> <td style="padding: 5px;">16 to 20 pounds</td> <td style="padding: 5px;">4 to 5 days</td> </tr> <tr> <td style="padding: 5px;">20 to 24 pounds</td> <td style="padding: 5px;">5 to 6 days</td> </tr> </table> <p style="margin-top: 10px;">✓ Refreeze thawed foods only if they were thawed in the refrigerator and their temperature did not exceed 41°F (5°C).</p>	4 to 12 pounds	1 to 3 days	12 to 16 pounds	3 to 4 days	16 to 20 pounds	4 to 5 days	20 to 24 pounds	5 to 6 days	Food Safety FS-FH-07-QS-05 04/14/15 Page 1 of 2
4 to 12 pounds	1 to 3 days									
12 to 16 pounds	3 to 4 days									
16 to 20 pounds	4 to 5 days									
20 to 24 pounds	5 to 6 days									
	<p><b>2. Verify that associates use only the approved thawing methods.</b></p> <ul style="list-style-type: none"> <li>✓ Refrigerator – operating at 36°F to 40°F (2°C to 4°C), with the product temperature not to exceed 41°F (5°C): <ul style="list-style-type: none"> <li>– Raw animal proteins or uncooked produce</li> <li>– Par cooked animal proteins</li> <li>– Ready-to-eat foods</li> <li>– Time/Temperature Control for Safety (TCS) over production leftover foods</li> </ul> </li> <li>✓ Cold (70°F [21°C] or below) running water: <ul style="list-style-type: none"> <li>– Raw animal proteins or uncooked produce</li> <li>– Par cooked animal proteins</li> <li>– Ready-to-eat foods</li> <li>– TCS over production leftover foods</li> </ul> </li> <li>✓ In microwave: <ul style="list-style-type: none"> <li>– Raw animal proteins or uncooked produce</li> <li>– Par cooked animal proteins</li> <li>– TCS over production leftover foods</li> </ul> </li> <li>✓ As part of the cooking process: <ul style="list-style-type: none"> <li>– Raw animal proteins or uncooked produce</li> <li>– Par cooked animal proteins</li> <li>– TCS over production leftover foods</li> </ul> </li> </ul>									
<small>© 2015 Aramark. All rights reserved. Contains information confidential and proprietary to Aramark. May be used only with written permission. Printed copies are uncontrolled – Latest version is available through the SAFE portal at <a href="https://safe.aramark.net">https://safe.aramark.net</a>.</small>										
	<small>Safety Assurance in Food &amp; Environments</small>									

# FOOD SAFETY AND QUALITY ASSURANCE

Food safety is a significant public health issue. **Aramark has adopted five keys to teaching safe food handling practices based on the World Health Organization (WHO) guidelines.** We focus on educational efforts with employees to understand how their behavior and activities contribute to food safety and how they can decrease the risk of foodborne illness.

The five keys enable a quick understanding and recall of food safety standards, ensuring safe meal service. The Food Safety QA and Third-Party Food Safety Audit tools align with these five keys providing a comprehensive food safety program. Every month our on-site managers are responsible for completing quality assurance checks that ensure our teams stay focused on food safety.



## CLEAN KEY

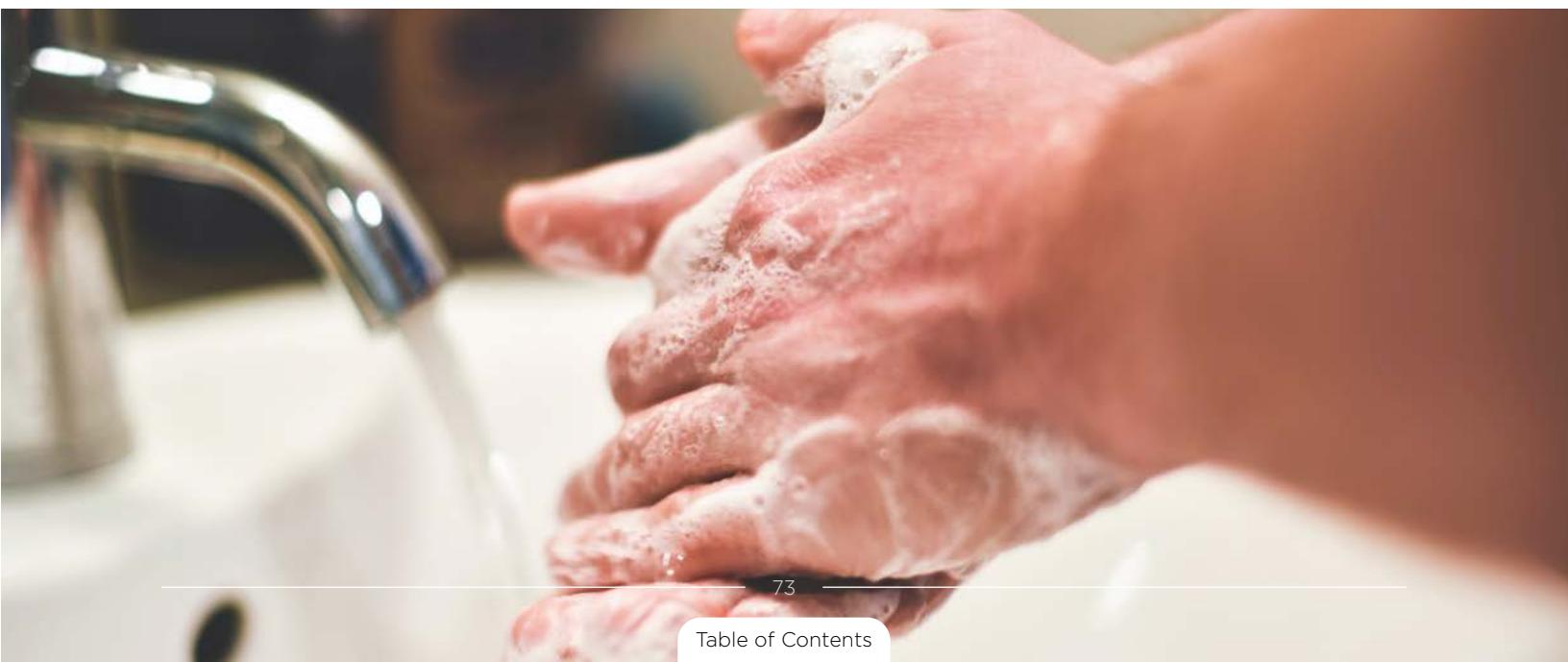
- Clean and sanitize to prevent microorganisms that can cause illnesses
- These microorganisms are carried on hands, wiping cloths, and cutting boards
- Slightest contact can transfer microorganisms to food and cause foodborne illness

ARAMARK HYGIENE  
Handwashing  
Disposable Gloves

FOOD HANDLING  
Raw, Unwashed Produce

LOCATION AND EQUIPMENT  
Handwash Sinks

CLEANING AND SANITATION  
Warewashing  
Master Cleaning Schedule



## SAFE TEMPERATURE—SEPARATE—COOK KEYS



- Represents the direct handling and contact with food.
- SAFE temperature key focuses on ensuring foods are received at the right temperature and maintain hot or cold temperatures during food service.
- The separate key emphasizes minimizing cross-contamination where raw and ready-to-eat are stored together in the refrigerator.
- Cook key relates to cooking foods to their proper internal temperature.

### RECEIVING AND STORAGE

Receiving  
Separate in Storage Equipment  
Separate in Dry Storage Area

### LOCATION AND EQUIPMENT

Temperature Monitoring in Storage Equipment

### FOOD HANDLING

Cooling  
Thawing  
Cooking/Reheating

### SERVICE DELIVERY

Hot and Cold Handling



## MANAGEMENT KEY

- Management oversight that touches many of the food safety standards

### ARAMARK HYGIENE

Food Handler Certification  
Eating, Drinking, Using Tobacco & Gum  
Jewelry and Hair Restraints

### FOOD HANDLING

Digital Thermometers  
Labeling

### SERVICE & DELIVERY

Consumer Advisory

### PEST MANAGEMENT

Pest Sighting Log

### ASSOCIATE HEALTH

Reporting Foodborne Illness

### LOCATION AND EQUIPMENT

Food Contact/Non-food Contact  
Lighting Sources  
Aprons/Clothing  
Personal Belongings

### HAZARD CONTROL AND MANAGEMENT

Allergy Policy

Our overall goal is to protect our consumers, customers, clients, and brand by serving safe food.

#### *A.7 REPORTING*

Aramark agrees and will comply with the reporting and quality assurance requirements as described on pages 29 and 30 of the RFP.

## OP-X POWERS OUR FOOD SERVICE PROGRAM

Operational Excellence (OP-X) drives food service at Aramark. Based on the standards issued by the ACA, OP-X serves three key roles: customized quality assurance program; employee and inmate training programs; and documentation program to mitigate litigation concerns.

The detailed protocol in OP-X includes forecasting, preparation, production, and portion control.

It is designed to deliver meal consistency; measurability; product, recipe, and menu integrity; food safety; and clean, neat, and organized kitchens.

## ARAMARK COMMISSARY OPERATIONAL STANDARDS

Establishing a set of operational standards drives efficiency across all our retail programs. These standards are deployed throughout every process as it relates to the products that come into our clients' facilities.

We use our proprietary CORE software to manage the entire warehousing process to ensure that product is received, placed in inventory, and delivered as expected. We work closely with our supply chain partners to address any vendor issues and mitigate discrepancies before they impact our clients. Our staff is trained according to retailing principles and guidelines to establish an efficient pick-and-pack operation whether we are on site or at a local warehouse.

There are eight key roles that are defined by operational standards: ordering and receiving; delivery; warehousing; customer service; Four Ps; report analyses; safety, security, and compliance; and key metrics. The detailed protocol in all Aramark retail programs includes product, price, placement, and promotions. These Four Ps drive inmate satisfaction and participation and generate commissions back to the client.

#### A.8 COMPLAINTS

Aramark agrees and will comply with the requirements pertaining to complaints as described on page 30 of the RFP.

## FEEDBACK

### GRIEVANCE PROCEDURES

The front-line manager and facility administration determine in advance how routine complaints will be handled. Aramark recommends we participate in the facility staff meetings to address issues before they become a problem. We have standard procedures for dealing with grievances. We begin by thoroughly reading grievances, then investigate to determine if the complaint is valid. If we are at fault, we respond by completing a grievance response sheet and informing the administration in writing the complaint resolution. The Aramark manager will be responsible for following up on the complaint to ensure that the problem has been resolved for the next meal period. If we are not at fault, we follow the administration's usual policy.

### LISTENING INTENTLY

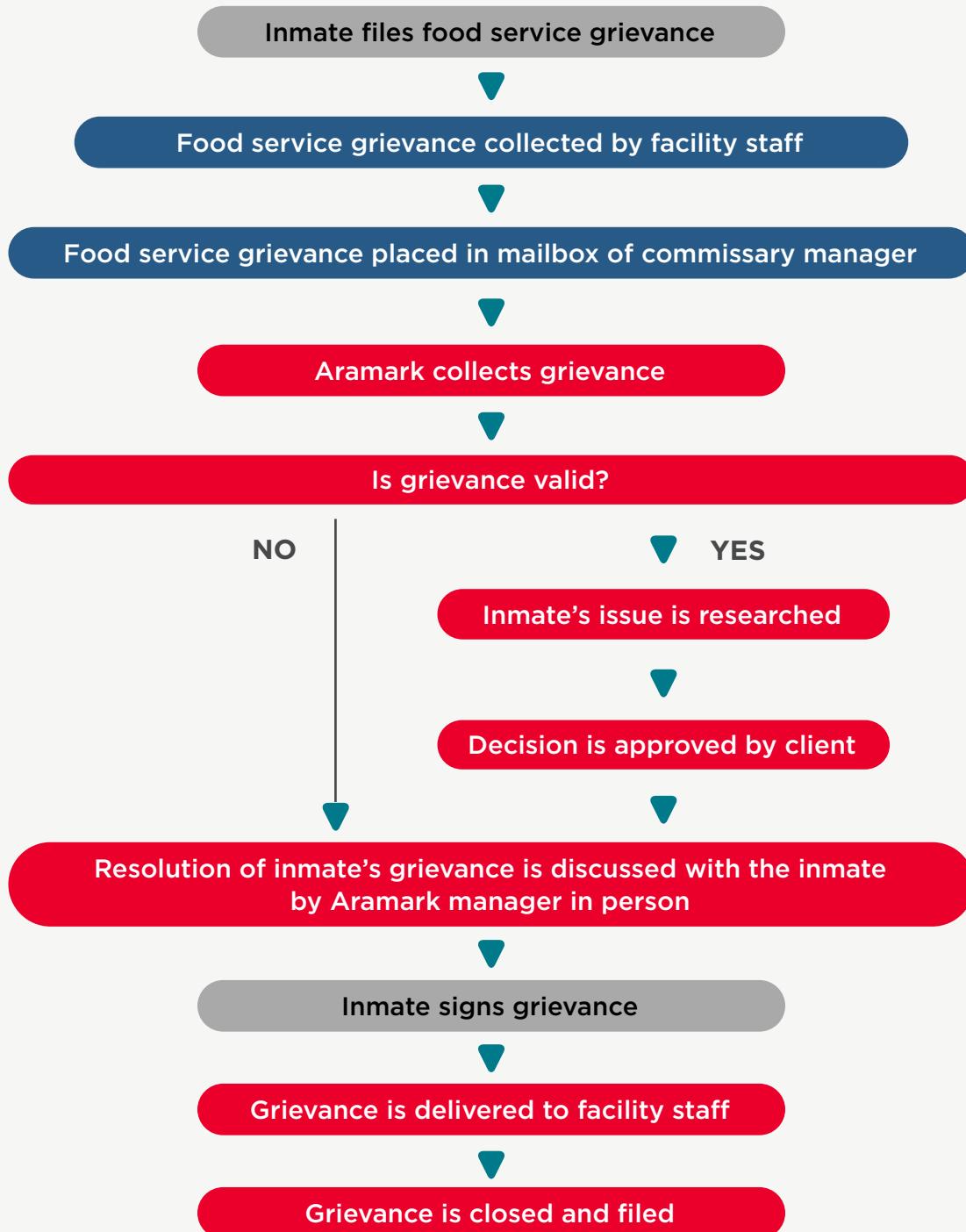
We welcome feedback and consider it key to achieving meal satisfaction. Therefore, we conduct surveys with inmates, correctional officers, and client administration regularly. After collecting the feedback, we share the results with our team of registered dietitians. They combine the survey feedback with Aramark and external audit reports. Our district managers and the dietitians consult with Monterey County to review the feedback and proposed adjustments. Any changes in menu and recipes are communicated via PRIMA Web to teams in food supply-chain management and operations, and the process continues. While we will provide information and insight, Monterey County controls all menu changes. We treat the menu as an evolving document requiring ongoing adjustments to ensure meal acceptance.



### GRIEVANCE PROCESS

Inmates and juveniles have the opportunity to file grievances about any aspect of their incarceration, including food service. Following the American Correctional Association Performance Standard: Fair Treatment of Inmates (Ref. 4-ALDF-6B-01), an inmate grievance procedure is available to all inmates. Aramark food service managers will comply with the correctional facilities' procedure by which inmates will have any issue related to their incarceration formally reviewed. Any grievance that is received will be recorded and thoroughly investigated, and responded to within the time frames required. Additionally, Aramark maintains a record of any grievances/appeals.

# FOOD SERVICE GRIEVANCE PROCESS FLOW



FACILITY STAFF

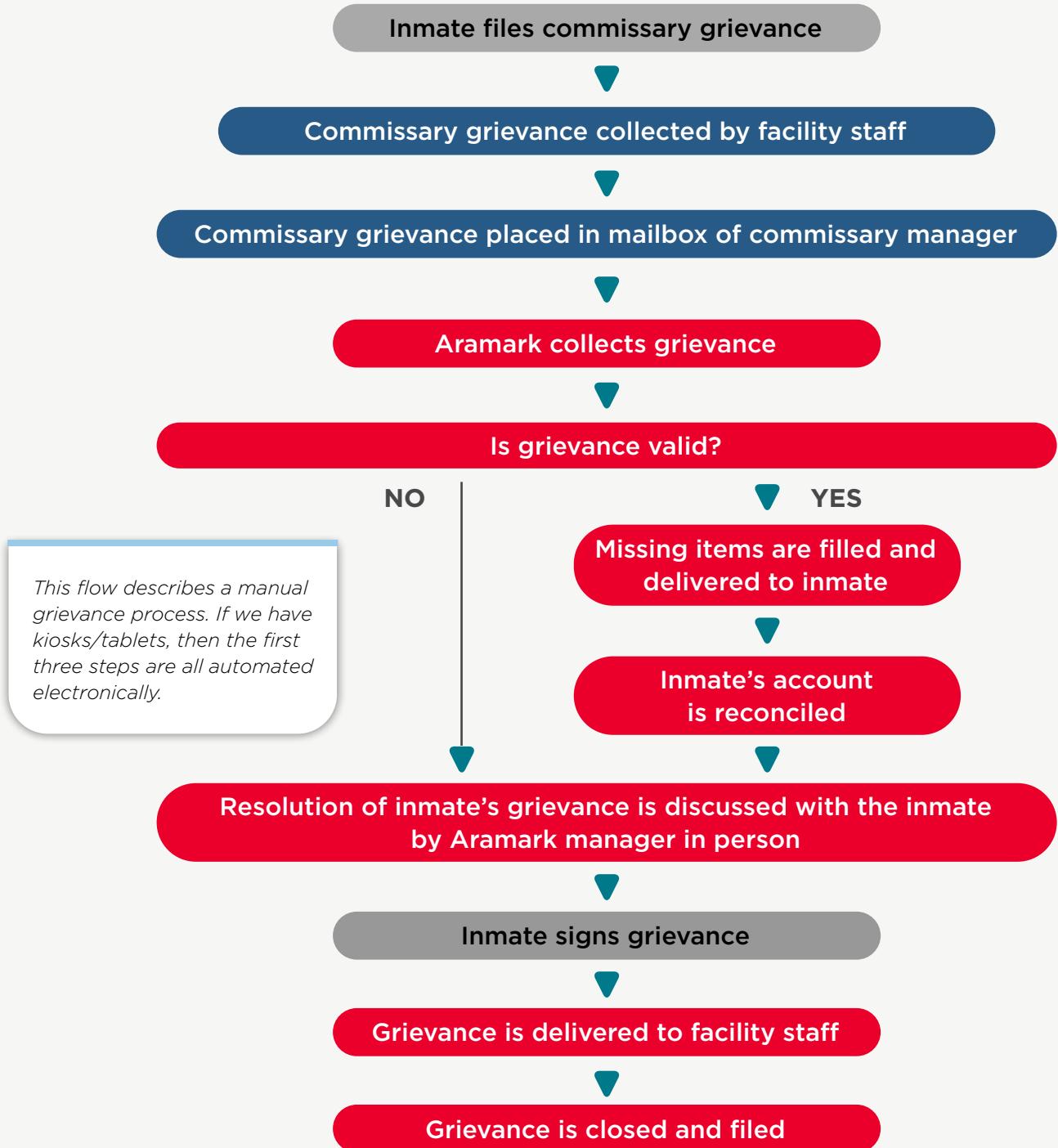


ARAMARK



INMATE

# RETAIL/COMMISSARY GRIEVANCE PROCESS FLOW



FACILITY STAFF



ARAMARK



INMATE



## SECTION 6

# **FOOD SERVICES PROPOSED**

# FOOD OPERATIONS

“

**“Our team strives to be the best at providing Monterey County with the highest level of service. Each day, our team focuses on supporting each other, completing daily tasks or maximizing our growth opportunities. In the time Aramark has supported Monterey County, we have experienced an evolution around the challenges in retaining quality support staff, which is why we value our team on the ground and helping build their careers. We have staff who have been part of our team for over 10 years, which shows the dedication and confidence they have in our programs along with recognition of supporting a client like Monterey County.”**

**— Marco De La Rosa, Food Service Director, Aramark**

## *B.1 CONTRACTOR STAFF REQUIREMENTS*

Our team is supported by District Manager Michael Maltese and Regional General Manager Hal Yasa, who bring over 30 years of combined experience supporting Aramark clients.

Over the last year, we have seen a dramatic shift in the workforce and we recognize that we are all facing challenges. Providers have to be competitive in the market, and that does not mean hiring just above a minimum wage, but ensuring wages are in alignment with local living wages. We have instituted programs and starting levels, which will allow our staff to obtain an \$21 hourly wage. Additionally, we have enhanced our staff retention program focusing on wage increases based upon service time. We feel increase in the hourly wage is critical to open the talent pool and ensure we have the experienced staff to support our operations.

These individuals bring experience and expertise that is unmatched in the industry, to ensure that your needs are addressed, and deliver on our commitments to you. Aramark's management team is composed of leaders who will provide the ongoing resources necessary to manage the operation.

Marco De La Rosa will continue as your director and on-site contact and the one who ensures we deliver on our commitment to you. He plans, directs, and controls all unit food service operations and uses available resources to meet operating and financial goals, client objectives, and customer needs. This position ensures compliance with Aramark policies, procedures, guidelines, and standards, and all applicable government, regulatory, or accrediting agency standards and codes.

As your on-site contact, Marco will manage all staff and work closely with Monterey County regarding the notification of terminated staff. Additionally, Marco and our senior support team will engage the command staff related to any management level changes and work closely to ensure any additions or replacements are properly vetted.

You trust Aramark to build processes and a dedicated team that is focused and, which is something that we take value in. Our team will overcome obstacles, find solutions and deliver exceptional results. Our team is committed to helping Monterey County by working together to get things done. We see the drive in our team. They constantly push themselves to be the best, they focus on solutions and arrive every day inspired to make an impact through their talents, passion and hard work.

# HUMAN RESOURCES

People are our most valuable asset. Because of our unique philosophy, Aramark's correctional services division is proud to deliver an environment in which a talented, engaged, passionate, and diverse array of people want to work. Our promise to Monterey County is to engage our employees, make a meaningful difference in your facilities, and leave a lasting legacy. We lay the groundwork for employee success with initiatives that attract, develop, reward, and retain a diverse team that performs to its highest potential.

Aramark's talent acquisition and retention initiatives work together to drive a consistent recruitment process, building sourcing strategies for existing and future needs, and pipelining external talent that will enable us to achieve our growth goals as a business.



## HIRE RIGHT

We source dedicated and talented associates.



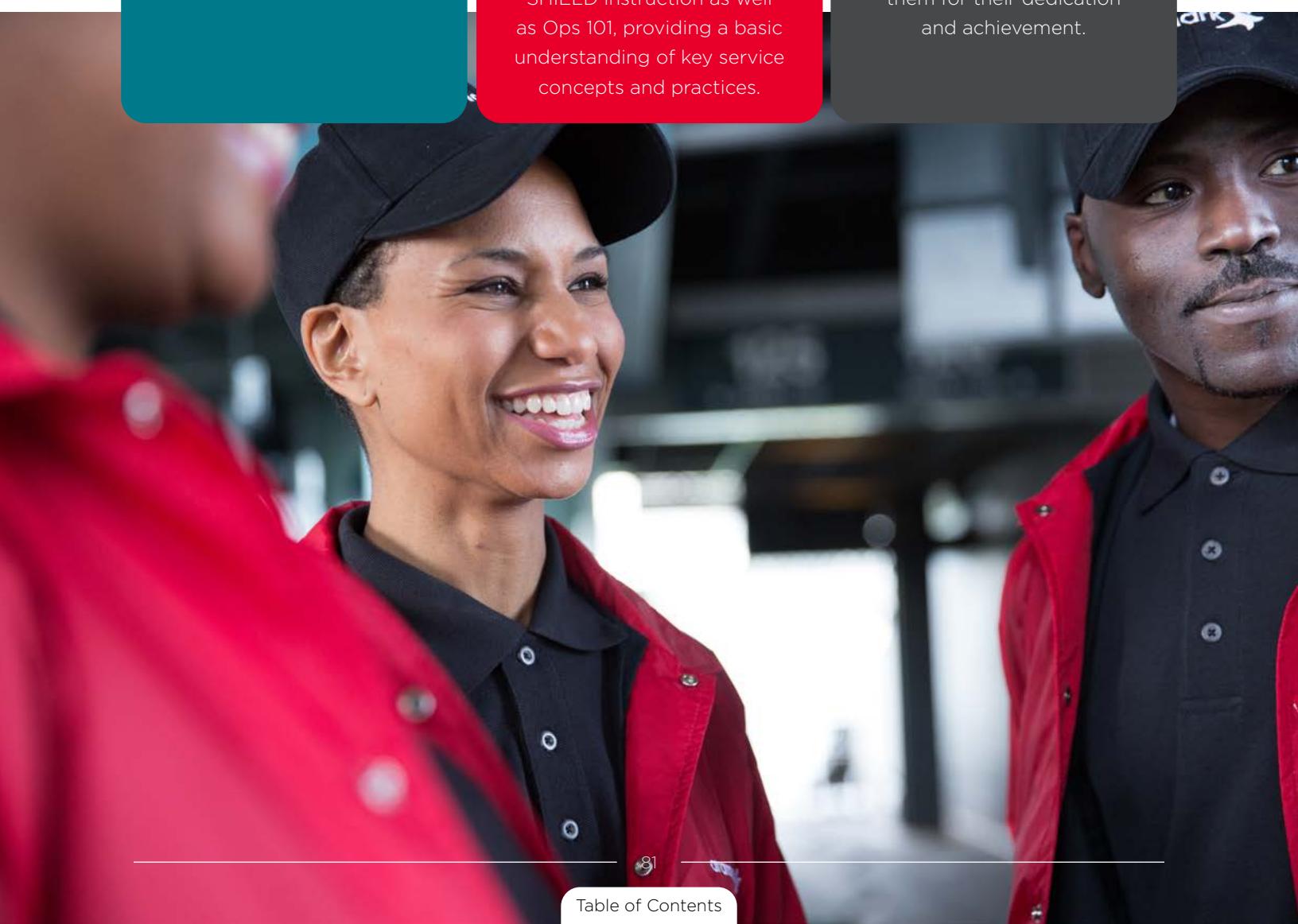
## ONBOARDING

Formal training includes our corrections-specific SHIELD instruction as well as Ops 101, providing a basic understanding of key service concepts and practices.



## RECOGNIZE AND RETAIN

We value our employees' hard work every day and recognize them for their dedication and achievement.





# HIRE RIGHT

Our process utilizes best practices to facilitate speedy, accurate, and compliant hiring. We track, monitor, and continuously improve our hiring practices nationally and across all job levels and types.

## HIRING PROCESS AND BACKGROUND CHECKS

Our team members are the hub of our operations, and the importance of health, safety, and compliance is always top of mind. Having comprehensive hiring processes ensures that all employees adhere to the standards set forth by Monterey County.

All candidates are required to complete comprehensive background checks, including relevant county and federal court checks, national sex offender registry checks, and verification of Social Security numbers and legal authorization to work in the United States. This thorough check covers seven years, completed by a third-party vendor, plus any period of judicial oversight. In addition, corrections-specific licensing, education, health, or background checks will also be completed and customized to each state, government agency, or positional requirement.

## MAINTAINING A PROACTIVE TALENT READINESS FOCUS

Our talent readiness framework gives us the ability to stay ahead of business demands, thus enabling us to go to market with more ease than our competitors. Internally, this strategy creates a foundation focused on proactive talent development and sourcing, attracting and engaging a diverse talent pool, and driving accountability and responsibility for talent readiness at every level of the organization.

## ALLIE VIRTUAL ASSISTANT

Allie is our virtual job coach that supports applicants and current employees looking to advance their careers. Each user receives a curated list of Aramark jobs based on their interests, skills, and location.



Hi! I'm Allie, your virtual job assistant at Aramark. I can assist you with your job search and answer any questions you may have about employment with us such as our business, culture, team and more.

## EXTERNAL HIRES

We network with our employees and associates across the company, trade associations, diversity networks, and specialized sources of people with disabilities. Relationships with veterans' groups support military hiring. Our employee resource groups embrace workplace communities for women, Latinos, people of African descent, Indigenous employees, cross-generational workers, veterans, LGBTQ employees, and those with disabilities and their caregivers and advocates.



# ONBOARDING

Our people are our most valuable asset. We want to ensure that they are prepared for the unique set of circumstances of working in a correctional environment. In addition to the training our employees are required to go through, the corrections division provides SHIELD training to prepare our staff to handle such matters as inmate manipulation, maintaining a safe and secure work environment, and meeting federal requirements like PREA training.

## EMPLOYEE TRAINING

We implement a 30-60-90 onboarding plan that includes orientation to Aramark, corrections, and role-specific training.



To ensure employees are prepared for their roles, we use a robust onboarding plan that utilizes face-to-face, online, and hands-on training.



Readily available resources mitigate challenges by addressing common situations and providing guidance.



Peer-to-peer mentoring provides an understanding of the nuances within your facility and each role.



Regular interactions with managers ensure role alignment and retention of information.



Weekly huddles enable the team to be aligned on operations.



The 30-60-90 plan onboards employees with an orientation to Aramark as well as the corrections industry, while clarifying role expectations.



Hands-on practical experience enables employees to operate more efficiently and effectively in their roles.



We provide regular touchpoints and resources within daily operations to aid knowledge retention.

# STAFF TRAINING TAKES SERVICE TO THE NEXT LEVEL



## FRONT-LINE ASSOCIATE TRAINING

Investing valuable leadership time in one-on-one training sessions emphasizes the importance of each job to your employees. Our front-line associate training establishes expectations in addition to the fundamental and hands-on skills.

**WEEK ONE:** New employees are required to complete four modules to learn essential concepts and meet with their managers to put education into practice by physically going through each task.

**WEEK TWO AND BEYOND:** Employees will participate in weekly SHIELD and Safe briefs and other huddle exercises. This participation reinforces the concepts learned in onboarding and ensure a safe and secure environment for Monterey County.

## TECHNICAL SKILLS TRAINING

Efficient and high-quality service is essential at Monterey County. To provide you with the best operations, we engage managers, supervisors, clinical dietitians, chefs, and front-line service associates in technical skills training on a predetermined schedule. These programs are conducted across each of our services using multiple delivery vehicles:



ONE-ON-ONE  
TRAINING



TEAM TRAINING  
MEETINGS



VIDEO TRAINING



INTERACTIVE SKILL  
TRAINING



## SHIELD TRAINING

Inmate manipulation is a constant threat in the corrections industry that compromises employee safety without proper training. Our solution to this hazard is SHIELD training—designed to arm employees with the knowledge and skills to understand risks, manage inmates, and recognize when manipulation occurs.

### SHIELD Training 101

- Focuses on inmate manipulation, a safe and secure workplace, and managing inmates.
- Must be completed before working with inmates
- Employees are re-certified annually
- Includes three learning modules and is tracked through Aramark's Learning Management System to ensure 100% compliance
- SHIELD briefs are discussed at weekly huddles to reinforce each of the key topics



**Managers will maintain the highest level of service by creating a customized training plan depending on an inmate's individualized scheduled tenure in the kitchen.**

!

## INMATE TRAINING

Safety is paramount in our commitment to Monterey County. Anyone entering our kitchens, including inmate kitchen workers, must follow safety and training guidelines and procedures to ensure safety for themselves and others.

### SAFETY FIRST FROM DAY ONE

On an inmate worker's first day, training begins with the proper Personal Protective Equipment (PPE) required when in the facility, including non-slip footwear, hairnets, gloves, and eye protection when needed. From there, workers train on proper sanitation, such as hand washing, personal hygiene, and food safety, and they review safe working practices while inside the kitchen.

#### Once assigned an area, workers partner with a trained staff member to review:

- Proper use and handling of all equipment
- Proper food production processes, food safety, and handling

Staff provide supervision, guidance, and coaching throughout each shift to ensure workers meet all standards.

### CUSTOMIZED TRAINING TO FIT YOUR FACILITY'S NEEDS

With longer kitchen assignments come increased training consistent with the food safety training standards identified by the National Restaurant Association's ServSafe certifications, and all local health code requirements. We also provide your workers with additional cross-training to perform various jobs and duties throughout the kitchen with excellence.



## FOSTERING EXPERTISE WITH THE FRONT-LINE FUNDAMENTALS PROGRAM

In addition to this training, employees are required to go through our Front-Line Fundamentals program. The program includes a series of short courses they can complete during work hours that cover such topics as food safety and handling, operations, and delivering for our clients. By establishing an onboarding program and tracking its completion for each employee, we're better able to serve our clients. Our employees are prepared to execute their tasks, grow in their responsibilities, and continually work to enhance the service we provide.

!

**We want employees to know that we're excited they have come to work with Aramark and that their decision to join us is a good one.**

## COMMITTED TO DIVERSITY

Educational opportunities provide insight into the many definitions of diversity and how to be respectful and share Aramark's values with fellow employees, customers, and partners. Specific training on customer interactions is available in partnership with our employee relations team.

## ARAMARK'S SAFE COMMITMENT

As an organization dedicated to excellence, we are committed to responsibly operating our business. We educate our employees to ensure that we are keeping them safe every day. Daily safety huddles are conducted with employees to provide basic workplace reminders and ensure everyone knows the nearest exits, fire extinguishers, and routine safety equipment. Strict protocol for personal protective equipment (PPE) is in place to provide the safest environment possible. All employees are asked to sign our safety pledge to ensure that we are committed to following our safety protocols each and every day.



# RECOGNIZE AND RETAIN

## REWARD

We regularly take the opportunity to reward and recognize staff, which provides employees with an experience that has lasting impact and value.

	DESCRIPTION	REWARDS
NOTICE EFFORTS	<b>THANK YOU</b>  Everyday appreciation for a job well done	Printed thank-you cards, e-cards, or e-buttons
	<b>SPOT AWARDS</b>  Recognition for work above and beyond daily tasks	Employee's choice of gift from online catalog
	<b>ANNUAL EMPLOYEE APPRECIATION DAY</b>  Celebrates employees' loyalty and thanks them for their contributions	Individual workplace celebrations
REWARDS	<b>ACHIEVEMENT AWARDS</b>  Recognizes significant achievement in safety, customer service, community innovation, wellness, etc.	Employee's choice of gift from online catalog in Bronze, Silver, or Gold categories
	<b>MILESTONE AWARDS</b>  Celebrates career milestones (service awards) in five-year increments and personal milestones (birthdays, anniversaries, graduations, onboarding, etc.)	Employee's choice of gift from online catalog
MILESTONES		

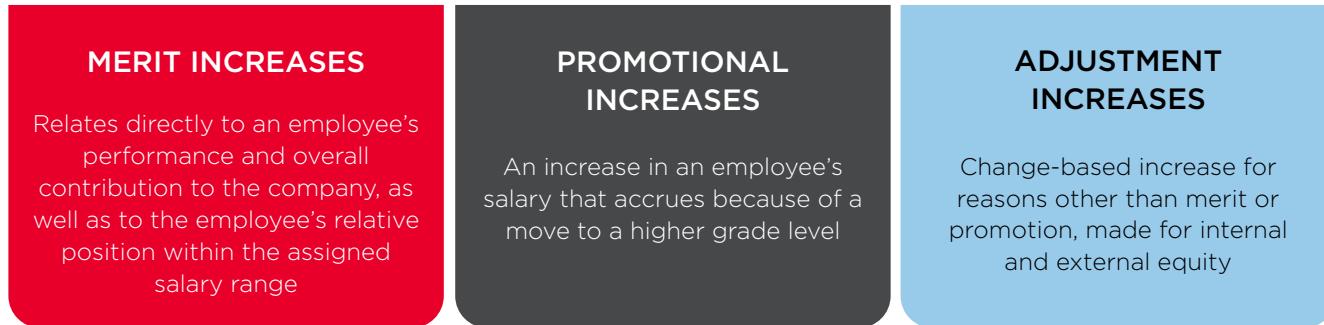
## EMPLOYEE APPRECIATION DAY

Every year, Aramark sets aside a day to celebrate and appreciate all our employees across the globe. We provide a day full of activities and fun where we thank our nearly 250,000 service stars around the globe for their hard work and dedication. We applaud our people for demonstrating integrity and respect in every interaction with our clients, consumers, communities, and each other.

## COMPENSATION

A fair compensation program provides many benefits. It offers earnings potential that is competitive with wage rates in your target market, responds aggressively to economic conditions, and rewards employees while recognizing the value of their continued contribution. Salary increases within the established ranges are a means of bringing an employee's salary to a level commensurate with the value of their past and current contribution. Each employee is paid based on individual performance and contribution to the achievement of company goals without regard to age, gender, sexual orientation, national origin, physical handicap, race, or religion.

### THERE ARE THREE TYPES OF SALARY INCREASES:



## BENEFITS FOR HOURLY AND SALARIED EMPLOYEES

BENEFIT	HOURLY	SALARIED
Paid vacation, holidays, and time off	X	X
Medical, prescription drug, dental, vision, and basic life insurance and accident coverage	X	X
Retirement plan (401[k]) and retirement savings plan	X	X
Disability plans: short-term and long-term		X
Short-term disability plan	X	
Preferred banking, loan assistance, and home mortgage program		X
Educational assistance, education loan program, and scholarship program		X
Management referral program and incentive bonuses		X
Flexible spending account (FSA) and health savings account (HSA)	X	X
Employee assistance plan (EAP)	X	X
Corporate discount programs	X	X
Matching gift program		X
Encore! Encore! rewards and recognition program		X
Employee well-being incentive program	X	X
Free biometric screenings	X	X
Adoption assistance program	X	X
Autism assistance program	X	X
Commuter connection		X



High-quality talent is an invaluable resource to Monterey County, and retaining and growing talent relies on our integrated talent-management model.

**We accomplish this through:**

## PERFORMANCE MANAGEMENT



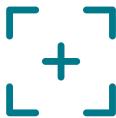
Performance management is an ongoing process of communication between a manager and an employee that occurs throughout the year, in support of accomplishing the strategic imperatives of the organization. In discussion with a manager, each individual aligns their goals with the business needs of the organization. Performance management includes three stages: goal planning, midyear check-in, and performance appraisal.

## DEVELOPMENT PLANNING



Development planning is a unique opportunity for each employee to drive their career at Aramark. Employees collaborate with their managers to build a development plan focused on their career goals and using the leadership competencies as a guide. Development planning includes the creation of a development plan as well as a formal check-in.

## TALENT PLANNING



Talent planning is how we assess our current talent for new opportunities and identify high-performing individuals to develop for future opportunities. Talent planning includes a manager's assessment to aid in succession planning and people-planning meetings to review our talent across the organization.

# VOCATIONAL **TRAINING**

We know recidivism is an issue that continues to plague the criminal justice system. Unfortunately, many former inmates end up back in prison because they don't have the necessary skills to get a job once released, causing them to return to criminal behavior. Earning gainful employment by focusing on education and completing job skills training while incarcerated is proven to help former inmates reintegrate into society after they are released. Without education and training, it is harder to secure employment.



!

**6,000+**

IN2WORK graduates  
have successfully  
completed the program  
over the past 12 years.

# THE IN2WORK IMPACT

 **176** IN2WORK  
PROGRAMS

CURRENTLY GIVING  
**STUDENTS OPPORTUNITIES**

**1,000+**  
AVERAGE MONTHLY  
ENROLLMENT IN IN2WORK  
FOOD & RETAIL PROGRAMS

WE ARE TARGETING

 **325+**  
NEW IN2WORK PROGRAMS  
BY THE END OF 2022  
ACROSS THE ARAMARK  
CORRECTIONS PORTFOLIO

 **23 STATES**  
HAVE AN IN2WORK PROGRAM OPERATING TODAY



ON AVERAGE

IN2WORK INSTRUCTORS SPEND

**48,000+**

HOURS EDUCATING & COACHING  
OUR STUDENTS EACH YEAR



**100%**  
**OF GRADUATES**  
WHO APPLIED TO PURSUE A  
POSTSECONDARY EDUCATION,  
BOTH PRE- AND POST-RELEASE,  
**RECEIVED A SCHOLARSHIP**

# IN2WORK

Recidivism continues to be a major challenge for correctional professionals today. With the IN2WORK program, Aramark address this challenge. The program aims to reduce recidivism by offering inmates the opportunity to learn valuable and employable skills.

## FUTURE FOCUSED

Together, we will ensure the right participants are selected for the IN2WORK program. We have a genuine interest in helping former inmates transition back into society and know the program works. Participants receive an education in food and retail services through the following resources:

- A comprehensive curriculum encompassing classroom and hands-on training
- Instruction led by Aramark food service and retail associates using comprehensive guides
- Workbooks ensure adherence to the current industry standards
- Customizable support and structure

Upon completion of the program, students receive a certification from the National Restaurant Association, a key differentiator when they look for employment after release.

## PROMISING OUTCOMES

Students learn teamwork and how to function in a workplace setting, leading to increased public safety and decreased future victimization.



**Upon completion of the program, students receive certifications from the National Restaurant Association, which will set them ahead when looking for employment.**



**CLASSROOM +  
HANDS-ON  
TRAINING =  
ACCOUNTABILITY,  
CONFIDENCE,  
& SUCCESS  
upon reentry**

## IN2WORK FOOD

### KITCHEN BASICS

#### PHASE 1:

Fundamental skills for success in the food service industry; prepares students for ServSafe certification

### FOOD SERVICE MANAGEMENT

#### PHASE 2:

Operational management skills: day-to-day restaurant operations, inventory, marketing, and leadership

### ServSafe National Restaurant Association

#### PHASE 3:

Five-year management certificate from the National Restaurant Association

Classroom instruction and practical, hands-on training are two pillars of IN2WORK. While the curriculum per phase is structured, IN2WORK is adaptable, designed to align with the current education and vocational programming goals at Monterey County. We will partner closely with the programs team at Monterey County to work toward implementing the most successful version of IN2WORK.

#### KITCHEN BASICS:

- Hygiene & Health
- Cleaning & Sanitation
- Receiving & Serving Food
- Temperatures For Food Safety
- Safety in the Workplace
- Recipes & Preparing for Production
- Success in Food Service

#### FOOD SERVICE MANAGEMENT:

- Operations Management
- Managing People & Guests
- Managing Finances
- ServSafe Test Prep

!

80+

Interns work in Aramark kitchens today, earning a livable wage while incarcerated.

## IN2WORK RETAIL CERTIFICATION



### PHASE 1:

Instruction on basic conceptual and practice aspects of retailing



### PHASE 2:

Develop skills in operations retailing, building brand loyalty, inventory, marketing, and leadership



### PHASE 3:

Warehouse, inventory, and logistics certification from the Nation Retail Federation

Aramark is partnered with the National Retail Federation to offer RISE UP certification for graduates of the IN2WORK retail program. RISE UP is a training and credentialing program that provides foundational skills to help people earn employment and get promoted in the retail and warehousing industry. The RISE UP curriculum and exams are industry-recognized and have helped more than 400,000 people earn credentials.

**IN2WORK students will earn a warehouse, inventory, and logistics certification that will prepare them for a career in supply chain, fulfillment centers, and retail warehousing.**





## JOB SKILLS TRAINING

Job skills training is important for the re-integration of IN2WORK graduates back into their communities. This type of training is planned, organized, and conducted in the Aramark operation, where students work daily alongside Aramark food service professionals. Students develop and apply practical skills to broaden competencies in the kitchen that are unique to food service and hospitality jobs, and that will set them up for success after release.

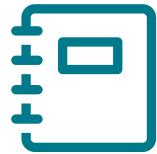


### FRESHFAVORITES AND ICARE FRESH

IN2WORK food service integrates with our FreshFavorites and iCare Fresh programs, allowing students to:

- Acquire real-life short-order-cooking skills.
- Learn how to apply cooking techniques and use equipment properly.
- Develop customer service skills.
- Build meals using PRIMA recipes.

Food safety is also a key component of training and is reinforced at every class. By preparing the FreshFavorites and iCare Fresh menu items, students earn practical experience and cultivate self-confidence that they will use in their search for employment post-release.



# **IN2WORK INTERNSHIP, SCHOLARSHIP, & EMPLOYMENT PROGRAMS**

IN2WORK'S internship, scholarship, and employment programs provide your inmate population with the opportunities to learn new and valuable skills. Our educational programs can lead to future employment success outside of Monterey County. Morale is also elevated through education as students are given a purpose and goals to work toward while incarcerated.

# IN2WORK INTERNSHIP

Experiencing employment is a valuable opportunity to build confidence as IN2WORK graduates focus on their futures within society. Our internship program enables eligible, high-performing IN2WORK graduates to apply for internships within your facility while incarcerated.

## SPECIFICATIONS

- Once you approve prospective interns, they are hired on as hourly associates
- Compensated with livable wages that comply with local, state, and federal wage laws (we reimburse you for the total wages earned by interns in our program)
- Approved interns must complete a 30-day provisional period and agree to a previously determined minimum length of assignment
- Internships typically run for one year

## MENTORING THE NEXT GENERATION

In addition to operation responsibilities, interns also mentor IN2WORK students, sharing expertise while promoting teamwork and self-worth. Mentoring inspires improvement and personal growth, better preparing all involved for release. As part of their preparation and under the guidance of their instructor, interns create a resume and cover letter with their IN2WORK credentials, detailing their experience and employable skills they have developed through the internship. This is also the time when interns can write their essay to apply for a scholarship if they plan to continue their education after release.

! By supporting the food service director or commissary manager in daily operations, **interns receive compensation and experience to complement program certifications.**

## SETTING UP SUCCESS

Under instructor guidance, interns prepare for employable futures with the following tools:

- Create resumes and cover letters, detailing IN2WORK experience and learned skills
- Craft essays and apply for scholarships if planning to continue education post-release

Upon release, interns receive release packets, which include information on how to contact the IN2WORK team for reentry support. Interns also have access to the Allie virtual job coach, allowing them to jump start their careers by applying for Aramark jobs.



# IN2WORK SCHOLARSHIP

Aramark's IN2WORK program offers scholarship opportunities to graduates of the program pre- and post-release. IN2WORK graduates can apply for a scholarship to continue their education and jump-start their career. Applicants must have graduated from high school or received their GED and a certificate from one of our IN2WORK programs. Our partner, Scholarship America, evaluates and awards the scholarships, which are applicable to full-time or part-time undergraduate studies as well as trade schools.



SKILLED TRADE



COMMUNITY COLLEGE



TRADE SCHOOL



UNIVERSITY

## ELIGIBILITY FOR IN2WORK SCHOLARSHIP

### Applicants must meet all of the following criteria:

- Be a high school graduate or GED recipient
- Be a successful graduate of Aramark's IN2WORK program
- Plan to enroll in full- or part-time undergraduate study at an accredited two- or four-year college, university, or vocational-technical school for the next academic year

### Selection Criteria for IN2WORK Scholarship

- Work experience
- Statement of career/educational goals and objectives
- Essay on personal advancement while incarcerated
- Applicant appraisal

### Supporting Documents

- High school diploma or GED certificate
- A graduation certificate from an IN2WORK program
- ServSafe or Retail Success certificate

## APPLY FOR AN **IN2WORK** SCHOLARSHIP

## TO FURTHER YOUR **EDUCATION AND** **JOB SKILLS TRAINING**

**Scholarships** are applicable to full or part-time undergraduate study at an accredited two or four year college, university or vocational-technical school

HOW TO APPLY ►

01 GO TO  
www.scholarsapply.org/IN2WORK

02 CREATE  
an application account and complete your student profile

03 COMPLETE  
all required fields, in the proper format

04 ENSURE  
you have all required documents

05 CAREFULLY  
review & submit your application by the deadline provided

aramark

# IN2WORK EMPLOYMENT

## SECOND-CHANCE HIRING IS THE RIGHT THING TO DO.

Employment is so much more than just a job. It establishes a feeling of pride, self-worth, and vision for a future that eliminates the need or desire to return to criminal habits. Our employment plan demonstrates a tangible commitment to improving lives for IN2WORK graduates, returning citizens, and their communities by filling the mutual necessity for jobs within Aramark.

Our employment commitment ensures opportunities and a positive impact for IN2WORK graduates to succeed on their post-incarceration journey. Though the individual has left the criminal justice system, they have the support of the Aramark network behind them to drive their focus to available positions within our organization and assist with the application process.

Our plan invests in the individual through technology that enables IN2WORK students to take this final step in their journey.

## ALLIE VIRTUAL EMPLOYMENT TOOL

Allie is our virtual job coach that allows IN2WORK graduates to access and apply for a curated list of Aramark jobs based on their interest and location once they are released.

## THIS IS HOW IT WORKS:

GRADUATES  
RECEIVE A  
FLIER WITH THE  
INFORMATION  
ON TEXTCODE

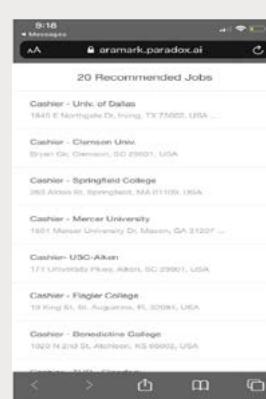


CANDIDATE TEXTS  
“IN2WORK” TO THE  
CODE ON THE FLIER  
TO CONNECT WITH  
THE ALLIE VIRTUAL  
ASSISTANT & DETERMINE  
DESIRED JOB/LOCATION

ALLIE PROVIDES A  
LINK TO A LIST OF  
ARAMARK JOBS  
BASED ON THEIR  
LOCATION AND JOB  
TYPE



CANDIDATE  
APPLIES TO  
SELECTED JOB  
THROUGH ALLIE'S  
CHAT TO APPLY  
FEATURE



# IN2WORK IMPACT

EDUCATE.

ENCOURAGE.

EMPLOY.

## NOWAK'S STORY: A DIFFERENT PERSPECTIVE



**E. NOWAK**  
IN2WORK Graduate, 2015  
IN2WORK Intern, 2018-Present

Nowak is currently incarcerated at Pendleton Correctional Facility. He was a stellar IN2WORK student. He continuously went out of his way to help his fellow classmates learn harder concepts and stood out as a positive influence for all I2W students. Nowak has been an I2W intern for nearly 4 years and is the sole reason that Aramark extended the internship past the original two-year agreement. He is one of Aramark's best employees and has even earned his own office space.

As a subject matter expert, Nowak assisted the I2W team on creating the latest curriculum, providing invaluable feedback and handwritten edits to four different program guides (and he was a pleasure to work with!) He led student focus groups to ensure everyone's voice was heard, so every I2W student felt like they were making an impact.

You may be thinking that students like Nowak are few and far between, but we disagree. IN2WORK students emanate a sense of pride – in the uniform that they wear to work in class, in the knowledge and skills they pass on to future students and peers and in the thought that they have made a lasting change in their lives, one that is focused on stability and constructive outcomes. Transformative change happens through IN2WORK.

Nowak's projected release date is 2042, he will be almost 80 years old. Being an I2W intern gives him a sense of purpose, he is not just a DOC number – he has a responsibility to himself and his co-workers. The I2W internship has allowed Nowak and other graduates of the program a sense of humility and helps capture exactly what the program is about – humanizing the corrections landscape and justice involved individuals.

“The biggest reward is the training and ServSafe certification. I take pride in having it and I am hoping that when I get out, I can use my skills to earn employment.”

“I will never forget Nowak's hand-drawn shirt and tie under his institutional issued uniform. He spent hours sketching a shirt and tie on a new, clean white t-shirt. Nowak was nervous, but prepared. He put his best foot forward and nailed the interview. And we are all so glad that he did.”

**Melissa Hess** <sup>100</sup> IN2WORK Program Manager



# IN2WORK IMPACT

EDUCATE.

ENCOURAGE.

EMPLOY.

## LEON'S STORY: A TRUE PARTNERSHIP

### "Flint Man Becomes First Michigan Inmate To Get ServSafe Certified In Jail"



**LEON M.**  
IN2WORK Graduate, 2021

Leon was incarcerated in Flint, Michigan for 21 months; he was also the very first graduate out of the IN2WORK Program at Genesee County Jail. Both the Aramark team and Genesee County officials celebrated his success with a graduation ceremony. Leon prepared individually packaged meals for all the attendees – including his mother and aunt who surprised him at the graduation. Fighting back tears, Leon accepted his certificates and thanked those who supported him through the program.

To fully support students like Leon, the IN2WORK program partnered with the Sheriff's department program IGNITE. Both programs aim to break the cycle of incarceration through education and employment. The partnership strengthens and encourages graduates to build a pathway to a career by taking advantage of reentry assistance, leading up to job placement with the county.

Let's look at Leon's rehabilitative journey:

- He graduated from the I2W & IGNITE programs and was released from jail
- Immediately after release, Leon applied and earned a position with the county's senior's nutrition service program.
- Today Leon has a full-time job, receiving a livable wage within the same county that he was previously incarcerated.

Education and continued reentry support are proven to reduce recidivism and boost employability and earnings. The partnership between IN2WORK and Genesee County helped Leon jumpstart his career and validate his inherent worth.



**“I want everyone to see that this is the reality of investing in people. There is a population that is sometimes forgotten, and many times dismissed.”**  
- SHERIFF SWANSON



#### THE FUTURE:

Leon would like to open his own food truck. He specializes in making deep fried burritos with five different meats, potatoes, olives, jalapeños and cheese.

# IN2WORK IMPACT

EDUCATE.

ENCOURAGE.

EMPLOY.

## HELEN'S STORY: STARING DOWN ADVERSITY



HELEN K.  
IN2WORK Graduate, 2013  
Food Service Supervisor &  
I2W Instructor, 2020

Helen was incarcerated just short of two decades, serving most of her sentence at Rockville Correctional Facility for Women. While there, she completed several impactful programs, including the IN2WORK program. Helen was drawn to the kitchen through a personal passion for cooking and baking. Prior to her kitchen assignment at Rockville, Helen had never worked in a food service establishment. Being new to the environment offered her the opportunity to learn a new set of skills. This excited Helen. Using her meticulous attention to detail, she focused on the Aramark safety and sanitation regimen each shift.

Helen quickly caught the eye of the Aramark Manager, who offered her the chance to apply to the I2W program. After learning of its' many post release opportunities, she was eager to participate. Helen graduated from I2W in 2013. As part of the program, she competed in the annual cupcake competition and regularly led study groups to help prepare students for the ServSafe certification.

**“ After going through so much this program gave me a purpose and the means to support myself. In-turn, I can now pay it forward by influencing the students by instructing the I2W program as an Aramark employee. ”**

Helen applied for an I2W Internship and was unanimously selected by the Aramark team for the position. For over two years, she worked in the Aramark kitchen expanding her operational knowledge and building the necessary skill sets to earn gainful employment once released. As an intern, Helen earned minimum wage – this afforded her the comfort of supporting her family while incarcerated. Menial work inside a correctional facility passes time, but the I2W internship instills a true sense of responsibility, the sense that you have a purpose.

With her release date approaching, there were feelings of excitement and at the same time, unrest. Helen worked directly with the IN2WORK Manager to understand the employment opportunities at Aramark post release. Shortly after release, Helen was hired as a Lead Supervisor at Putnamville Correctional Facility at the Indiana Department of Corrections where she oversees a team of kitchen workers and instructs the IN2WORK program. She is living proof of everything the I2W program stands for – hard work, compassion, hope and second chances.



### How has IN2WORK continued to impact your everyday?

It gives me the chance to show my grandchildren how to uplift and influence others, give my students a fair chance at living their best life when they get to return to their communities and families. You won't just be impacting people's lives, they're going to impact your life also – in a major way.

# UNIFORMS

Aramark will ensure a minimum of three sets of uniforms for each employee. Employees are required to clock-in in uniform, complete with name tag and appropriate hair restraint and hat. As a diversified outsourcing company, Aramark works in conjunction with Aramark's uniform services division to ensure that all of our dining services employees receive high-quality, well-maintained uniforms at the best value possible. Please see the examples shown on the following pages.



## A-B | WearGuard® Premium Short-Sleeve Performance Piqué Polos

- 6-oz. 100% polyester micropiqué
- Resists staining, shrinking, wrinkling and fading
- Moisture wicking for dry comfort
- Ribbed-knit collar that keeps their shape
- Industrial laundry or machine wash, dry
- Available in Deep Red

## C | WearGuard® Performance Color Block Polo

- 6-oz. 100% polyester micropiqué
- Soil release finish
- Moisture wicking for dry comfort
- Contrasting ribbed collar and cuffs
- Side vents for comfortable tucking
- Industrial laundry or machine wash, dry
- Available in Black/Charcoal

## D-E | WearGuard® Ultimate Oxford Work Shirts

- 4.3-oz. 55% cotton/45% polyester
- Wrinkle and stain-resistant fabric
- Generous fit and back box pleat
- Tailored two-piece button-down collar
- Left chest pocket
- Extended tail that stays tucked in
- Machine wash, dry

## D Men's Long-Sleeve Style-1400

Available in Cobalt Blue, Light Grey, White/Blue Stripe, White

## E Women's Long-Sleeve Style-1405

Available in Cobalt Blue, White



800-888-0501 uniforms.A2A@aramark.com

Online ordering coming soon.



## B.2. CONTRACTOR MEAL REQUIREMENTS

# SERVING UP A BETTER FUTURE

We maximize quality, nutrition, and variety so your facility is healthier all around. Food is a major element in a correctional facility, and our food service solutions are designed to promote satisfaction, morale, and engagement. Food can help maintain order in your facility in more ways than one. Serving the right portions and offering variety can satisfy your inmates.



Our innovative food services are designed to promote **satisfaction, morale, and engagement**.

# OUR FOOD SERVICE APPROACH: BE THE STEWARD

Food service is more than just what goes on the tray. Our dedication to operational excellence is recognizable in developing, producing, and delivering meals, including all processes enabling an efficient operation. Our solutions examine the multiple facets of a successful program to deliver a cohesive and consistent food service experience supporting the overall success of your facility.

## ARAMARK'S FOOD SERVICE SOLUTIONS COMBINE THREE KEY ELEMENTS:



A balance of art and science is needed to develop nutritionally and visually satisfying menus within budget. Our team of registered dietitians—the largest in the country—along with chefs and culinary staff, work to create menus and procure products that are right for your facility.

By putting quality and nutrition at the forefront, our menus are not only compliant and meet religious and medical diets, but they also promote health and overall wellness, positively impacting finances, behavior, and morale.

Years of experience serving in correctional facilities show variety is key. We're dedicated to developing rotating menus and seasonal meals that align with your facility's preferences to encourage a positive environment.



# FULL SERVICE

## KEY BENEFITS



**Comprehensive service examines each and every aspect of food service**, from planning and purchasing to preparation, production and portioning, and post-analysis.



**Expert culinarians and registered dietitians work together** to recommend menus that meet nutrition standards and are satisfying to inmates while meeting budget requirements.



**National Vendor Partnership: We leverage our enterprise buying power and brand relationships** to purchase products inmates know at competitive pricing that increases client and/or inmate savings.



**Management of all labor from recruitment to hiring and continual development with our SHIELD training** goes beyond food safety and handling to prepare employees for the risks associated with working in a correctional institution.



**Proprietary software (PRIMA)** tracks and analyzes the food production process to manage cost, reduce waste, and plan for upcoming meals based on population.

# PRIMA WEB INVENTORY MANAGEMENT SOFTWARE

We use time-saving technology to manage unique Inmate dietary needs. Our proprietary software, PRIMA Web, ensures that menus are input accurately to eliminate any discrepancies regarding items or portions. PRIMA Web is a web-based application that functions seamlessly with other Aramark systems. It allows each facility's customized menu, as planned by the team of dietitians, to be downloaded through the PRIMA Web system.

PRIMA Web creates operating efficiencies by enabling fact-based, real-time decisions as menus and production are planned; standardized recipes scaled and printed; products reordered and received; and post-analysis conducted.

Monterey County will benefit through production consistency, nutritional conformity, cost control and waste reduction, increased focus on customer satisfaction, accurate inventory control, and quality and consistency of meals prepared.

PRIMA Web is a user-friendly platform, and Aramark staff will train all Monterey County food services staff so they quickly become masters of the software. Upon the training's conclusion, Monterey County staff will be able to manage recipes, inventory production, and portions within the software. PRIMA Web also empowers Monterey County staff to maintain nutritional conformity, waste production, and control costs.



## FULL SERVICE MODEL

In the full service model, Aramark's dedicated food service directors will be fully trained on PRIMA and the food production process, so that they are equipped with the tools to drive efficiency and reduce waste.

## WHY IT MATTERS

Historical data shows that using our systems and production model results in savings of 12%-15%.

Over the last five years of our current partnership with PA DOC we have saved the state a total of \$28 million using our Consult Model.

**8%** Production management and portion control, utilizing ACA Standard record keeping, planning, and forecasting.

**4%** Our system mitigates waste by identifying and reducing preventable waste.

**3%** Utilizing both our supply chain and our proprietary purchasing and inventory management system can provide savings through accurate measurement and forecasting, eliminating over-purchasing.

Meal orders are categorized by breakfast, lunch, dinner and snack so officers can place an entire day's order at a time most convenient for them. They have the ability to amend an order prior to the ordering deadline, so this creates much more efficiency and allows your officers an opportunity to manage this task quickly and accurately to resume the core responsibilities of their job.

Aramark staff will confirm received orders and the system ensures that all meals are processed as ordered by the staff and sent into our PRIMA software for calculations of ingredients and production. In the image below you will see that it clearly shows the location, type (breakfast, lunch, dinner or snack), and time that we filled the order. Our system is designed so if we change the number of orders filled, a comment must be logged into to identify why a change was made. The most common reason for change is a last-minute call from an officer stating an inmate was released. This ensures that we fill exactly what we are told to and if a change did occur which was not logged into the order process that we have a clear audit trail.

## REPORTING FUNCTIONALITY

Upon installation and deployment of this software, Aramark will work with the county to assign user rights, which enable or restrict officers and staff into each part of the system. This reduces the opportunity for ordering and production errors while also providing staff the opportunity to review order history for audit purposes. Staff have the opportunity to segment data into different meal types and search by a specific date range.

All reports are available for printing or downloadable to Microsoft Excel for further analysis which will be covered during the training and deployment phase from our dedicated IT team.

# LOGGING INTO PRIMA WEB

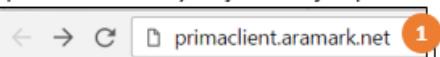
## Log into PRIMA Web

You can access PRIMA Web from any computer that has a web browser and an internet connection. In order to log in you must have a STAR account.

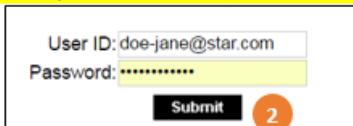
1. Open your web browser (e.g. Internet Explorer, Firefox, [Chrome](#)), and enter [primaclient.aramark.net](http://primaclient.aramark.net)

*Note: PRIMA Web does not work with Internet Explorer 7.*

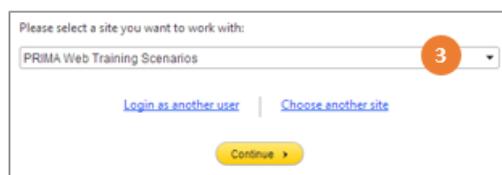
*Tip: Add this site to your favorites for quick access in the future.*



2. Enter your STAR User ID and Password, and click the **Submit** button.



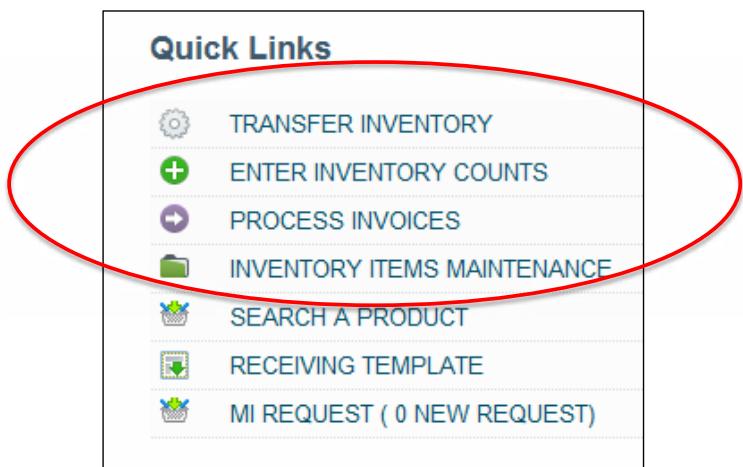
3. Your site will be listed on the screen, or if you have access to multiple sites, select the site you want to access from the drop-down menu, and click the **Continue** button.



4. The PRIMA Web dashboard opens. Review any alert messages that show you what tasks you need to complete.

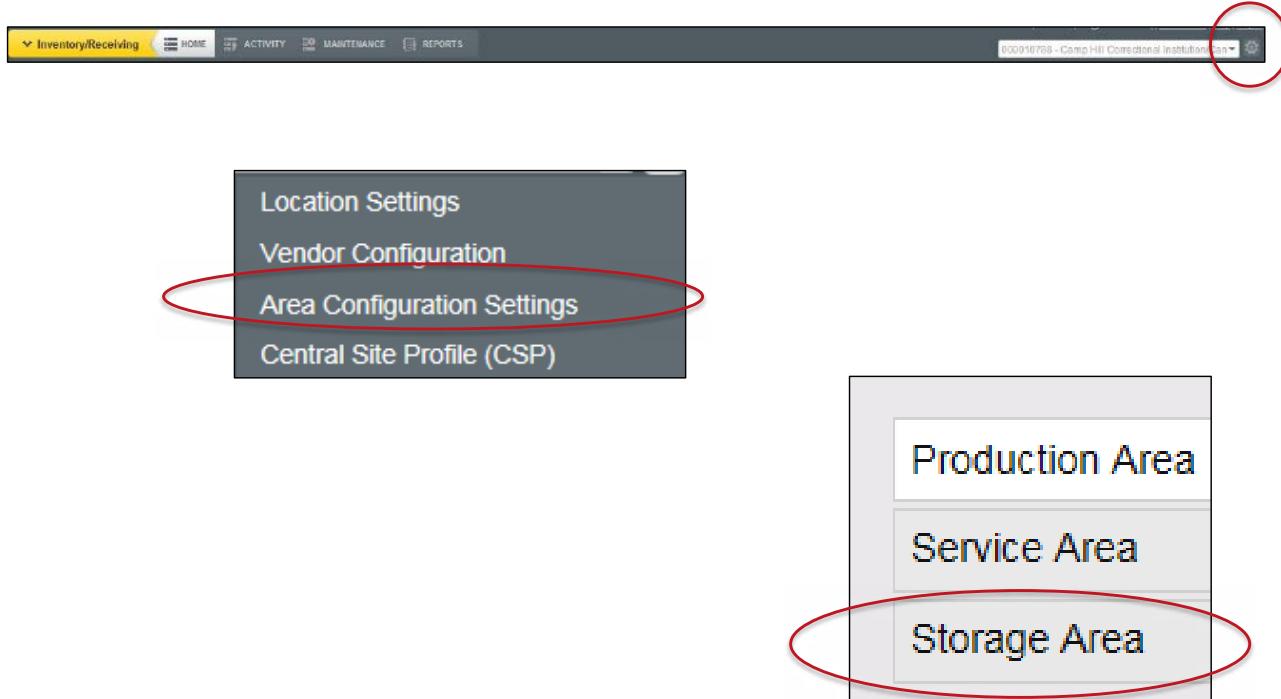
# INVENTORY/RECEIVING

## INVENTORY/RECEIVING NAVIGATION



# INVENTORY

## AREA CONFIGURATION



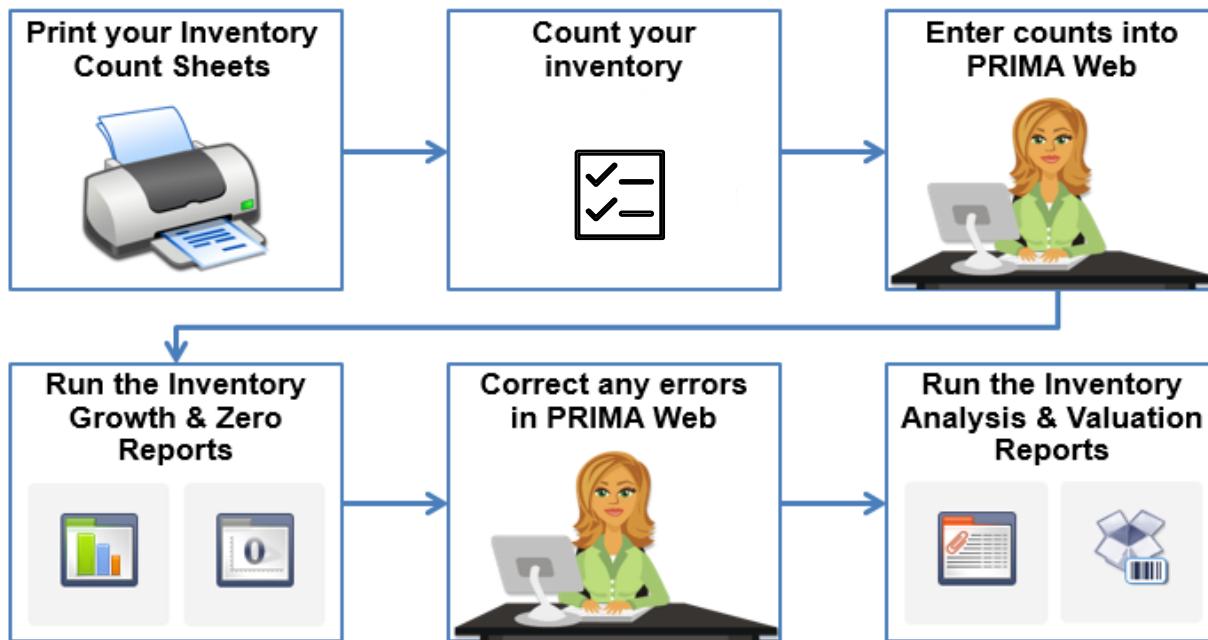
## STORAGE AREAS

Production Areas/Departments, Service Areas/Stations, and “Generic” Storage Areas will already be set up prior to deployment

- Storage Areas will be customized following deployment based on storage capacity of facility

PROFIT CENTER	LOCATION	STORAGE AREA
(1) Use drag-n-drop to re-order storage areas within each Location		
Coal Township Correctional Institution	Coal Twpnsp CI	Freezer Add Level 2 Left Wall Add Level 3 Right Wall Add Level 3
		Cooler Add Level 2 Cooler (Produce & Milk) Add Level 2 Goodbye Room Add Level 2 Dry Storage Add Level 2 Dry Storage (Bread) Add Level 2

## MONTHLY INVENTORY



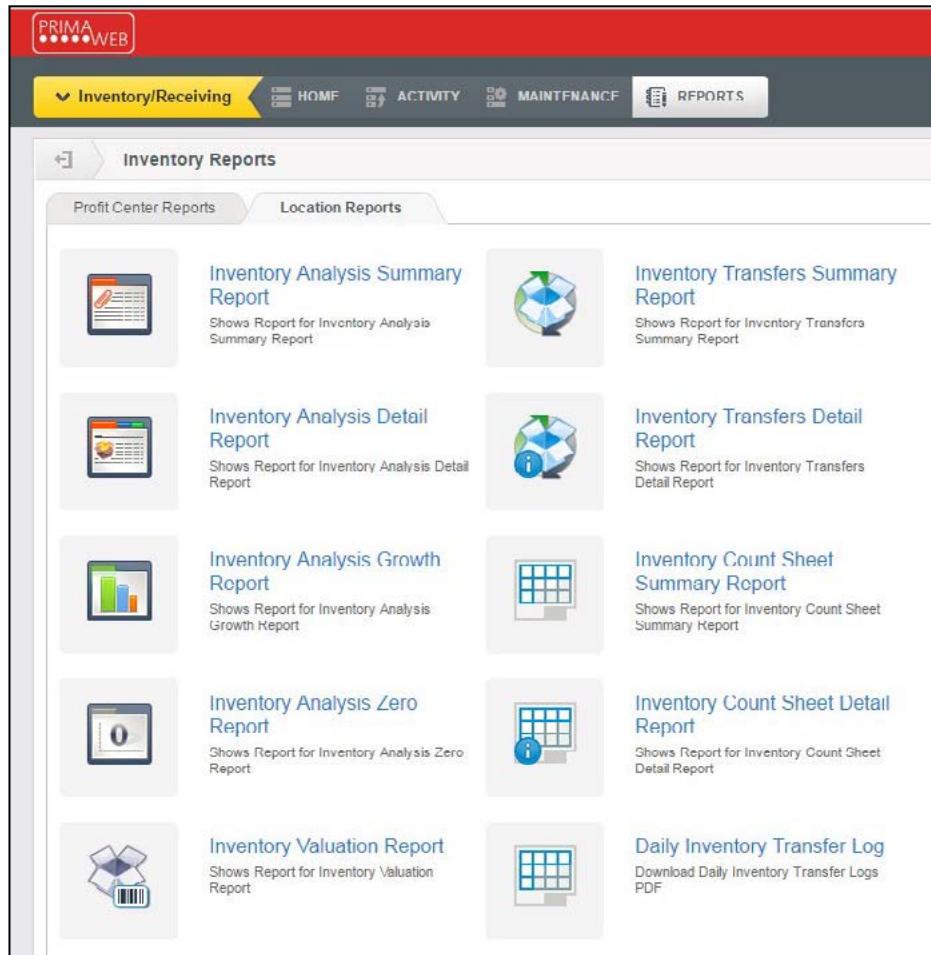
## ENTERING INVENTORY COUNTS

Only enter columns with units assigned to them

STORAGE AREAS		ITEM	PURCHASE UNIT	LAST PRICE	LAST DATE	UNIT 1	UNIT 2	UNIT 3	ENDING INV QTY
<ul style="list-style-type: none"> <li>MAIN STOREROOM</li> <li>RACK A           <ul style="list-style-type: none"> <li><b>SHLF 1</b></li> <li>SHLF 2</li> </ul> </li> <li>WALK-IN COOLER           <ul style="list-style-type: none"> <li>LEFT WALL</li> </ul> </li> </ul>		BT 26 SLICE WHITE PULLMAN BREAD 22OZ	loaf = 26 slice @ 22 ozw	1.5	2014-05-31	6 loaf	4 slice		8.15
<ul style="list-style-type: none"> <li>RACK A           <ul style="list-style-type: none"> <li>SHLF 1</li> <li>SHLF 2</li> </ul> </li> <li>WALK-IN COOLER           <ul style="list-style-type: none"> <li>LEFT WALL</li> </ul> </li> </ul>		RAISIN BREAD BT	loaf = 16 slice	2.5	2014-05-31	1 loaf	1 slice		2.75
<ul style="list-style-type: none"> <li>RACK A           <ul style="list-style-type: none"> <li>SHLF 1</li> <li>SHLF 2</li> </ul> </li> <li>WALK-IN COOLER           <ul style="list-style-type: none"> <li>LEFT WALL</li> </ul> </li> </ul>		WHITE BREAD PULLMAN	loaf = 1 each @ 22 ozw (26 slice)	2	2014-05-31	7 loaf	9 each		16

## INVENTORY REPORTS

Inventory reports provide users with information on all the product on hand; perpetual inventory can be provided. These reports provide real-time insight into purchasing, receiving, and usage, allowing you to optimize the food production process, reduce waste, and save money.

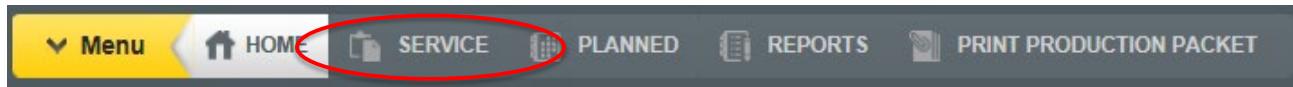


The screenshot shows the PRIMA WEB software interface. At the top, there is a red header bar with the PRIMA WEB logo. Below the header, a navigation bar includes a dropdown menu for 'Inventory/Receiving', and links for 'HOME', 'ACTIVITY', 'MAINTENANCE', and 'REPORTS'. The 'REPORTS' link is highlighted with a yellow background. The main content area is titled 'Inventory Reports' and contains two tabs: 'Profit Center Reports' and 'Location Reports', with 'Location Reports' currently selected. The 'Location Reports' tab is divided into two columns of four report cards each. Each card includes a small icon, the report name, and a 'Shows Report for' link.

Report Type	Report Name	Description
Summary Report	Inventory Analysis Summary Report	Shows Report for Inventory Analysis Summary Report
Summary Report	Inventory Transfers Summary Report	Shows Report for Inventory Transfers Summary Report
Detail Report	Inventory Analysis Detail Report	Shows Report for Inventory Analysis Detail Report
Detail Report	Inventory Transfers Detail Report	Shows Report for Inventory Transfers Detail Report
Growth Report	Inventory Analysis Growth Report	Shows Report for Inventory Analysis Growth Report
Summary Report	Inventory Count Sheet Summary Report	Shows Report for Inventory Count Sheet Summary Report
Zero Report	Inventory Analysis Zero Report	Shows Report for Inventory Analysis Zero Report
Detail Report	Inventory Count Sheet Detail Report	Shows Report for Inventory Count Sheet Detail Report
Valuation Report	Inventory Valuation Report	Shows Report for Inventory Valuation Report
Log	Daily Inventory Transfer Log	Download Daily Inventory Transfer Logs PDF

# MENUS

## SERVICE MENUS



- 4-Week Cycle Adult Inmate or Detainee Menu
- Court Sack Meals
- Medical Diets
- Officer Dining
- Religious Menus

200146600 \ Leon Cnty Jail Main \ Adult Meals
200146600 \ Leon Cnty Jail Main \ Adult Meals
200146600 \ Leon Cnty Jail Main \ Court Bags
200146600 \ Leon Cnty Jail Main \ Medical Diets
200146600 \ Leon Cnty Jail Main \ Officer Dining Room
200146600 \ Leon Cnty Jail Main \ Religiou Diet Menu - Kosher
200146600 \ Leon Cnty Jail Main \ Vegan Meals

Leon, FL 2700 HCH Revision 12.2020 - cycle 5 - week 4		Period Breakfast		Ingredients Wizard		Hide empty stations		Select Action							
		MONDAY 2021-06-14		TUESDAY 2021-06-15		WEDNESDAY 2021-06-16		THURSDAY 2021-06-17		FRIDAY 2021-06-18		SATURDAY 2021-06-19		SUNDAY 2021-06-20	
ADULT MEALS															
FRUIT FRESH SEASONAL (CHEF'S CHOICE)		FRUIT FRESH SEASONAL (CHEF'S CHOICE)		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)		FRUIT FRESH SEASONAL (CHEF'S CHOICE)		SCRAMBLED EGGS		FRUIT FRESH SEASONAL (CHEF'S CHOICE)		FRUIT FRESH SEASONAL (CHEF'S CHOICE)		FRUIT FRESH SEASONAL (CHEF'S CHOICE)	
12 each \$0.11 M007		12 each \$0.11 M007		1 cup \$0.08 M007		12 each \$0.11 M007		2 each \$0.23 M007		12 each \$0.11 M007		12 each \$0.11 M007		12 each \$0.11 M007	
HOT CEREAL BULK (CHEF'S CHOICE)		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)		FRUIT FRESH SEASONAL (CHEF'S CHOICE)		DRY CEREAL BULK (CHEF'S CHOICE)		FRUIT FRESH SEASONAL (CHEF'S CHOICE)		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)	
1 cup \$0.00 M008		1 cup \$0.00 M008		1 cup \$0.00 M007		1 cup \$0.08 M007		1 cup \$0.23 M007		1 cup \$0.00 M008		1 cup \$0.00 M008		1 cup \$0.00 M008	
SCRAMBLED EGGS		POULTRY M5 BREAKFAST GRAVY 102 SLICED		TURKEY DARK CURED (HAM) BULK, HOT		POULTRY M5 BREAKFAST GRAVY 102		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)		POULTRY M5 BREAKFAST GRAVY 102		HOT CEREAL W/ DB (125 CA), MARGARINE 1 C (CHEF'S CHOICE)		TURKEY DARK CURED (HAM) BULK, HOT SLICED	
3 each \$0.22 M009		19 each \$0.27 M009		9 each \$0.00 M007		10 each \$0.27 M009		1 cup \$0.11 M007		10 each \$0.27 M009		1 cup \$0.11 M007		1 cup \$0.20 M007	
BISCUIT (MIX) 100 (1.7 OZ) 2@		BISCUIT (MIX) 100 (1.7 OZ) 2@		PANCAKES (MIX) LARGE		BISCUIT (MIX) 100 (1.7 OZ) 2@		MUFFIN (MIX) 1/54 1@ (CHEF'S CHOICE)		PANCAKES (MIX) LARGE		MUFFIN (MIX) 1/54 1@ (CHEF'S CHOICE)		POTATOES CAJUN KETTLE	
100 each \$0.00 M010		100 each \$0.00 M010		2 each \$0.11 M007		100 each \$0.00 M010		100 each \$0.12 M008		2 each \$0.11 M007		100 each \$0.12 M008		100 each \$0.12 M008	
MARGARINE WHIPPED		POTATOES HASH BROWNS KETTLE		SYRUP BULK		POTATOES LYONNAISE, KETTLE		MARGARINE WHIPPED		MARGARINE WHIPPED		COFFEE (FRZ DRY SOURCE)		MARGARINE WHIPPED	
10 each \$0.02 M100		1 each \$0.18 M009		2.0 fl. oz. \$0.18 M009		1 each \$0.18 M009		10 each \$0.00 M008		10 each \$0.00 M008		1 cup \$0.02 M002		10 each \$0.02 M100	
MILK 1% HALF PINT		COFFEE (FRZ DRY SOURCE)		MARGARINE WHIPPED		MLK 1% HALF PINT		COFFEE (FRZ DRY SOURCE)		MARGARINE WHIPPED		COFFEE (FRZ DRY SOURCE)		COFFEE (FRZ DRY SOURCE)	
1 each \$0.26 M009		1 each \$0.02 M008		1 each \$0.26 M009		1 each \$0.26 M009		1 each \$0.02 M008		1 each \$0.26 M009		1 cup \$0.02 M002		1 each \$0.26 M009	
SUGAR, PC		COFFEE (FRZ DRY SOURCE)		SUGAR, PC		COFFEE (FRZ DRY SOURCE)		COFFEE (FRZ DRY SOURCE)		COFFEE (FRZ DRY SOURCE)		COFFEE (FRZ DRY SOURCE)		COFFEE (FRZ DRY SOURCE)	
2 packet \$0.01 M040		1 cup \$0.02 M002		2 packet \$0.01 M040		1 cup \$0.02 M002		1 cup \$0.02 M002		1 cup \$0.02 M002		1 cup \$0.02 M002		1 cup \$0.02 M002	
COFFEE (FRZ DRY SOURCE)															
1 each \$0.02 M002															

# FORECASTING

## ADJUST FORECAST FOR A SERVICE MENU

Service Menus List

Legend:

- Service Menu is created for this date
- Enter results for your menu
- You can post-cost your menu

START DATE	NAME	EDIT / VIEW	PRE-COST	MON	TUE	WED	THU	FRI	SAT	SUN	POST-COST	ACTION
2021-06-07	leon, fl 2700 hch revision 12.2020 - cycle 5 - week 3	weekly daily	view	✓	results	daily	daily	daily	daily	daily	view	✗
2021-06-14	leon, fl 2700 hch revision 12.2020 - cycle 5 - week 4	weekly daily forecast	view	daily	daily	daily	daily	daily	daily	daily	✓	✗
2021-06-21	leon, fl 2700 hch revision 12.2020 - cycle 6 - week 1	weekly daily forecast	view	daily	daily	daily	daily	daily	daily	daily	✓	✗
2021-06-28	leon, fl 2700 hch revision 12.2020 - cycle 6 - week 2	weekly daily forecast	view	daily	daily	daily	daily	daily	daily	daily	✓	✗

## ADJUST FORECAST FOR A SERVICE MENU WEEKLY

Forecast for Next Week

Period: Breakfast

Prior 4 Weeks

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
ACTUAL HIGH	515	450	486	535	480	441	454
ACTUAL LOW	405	346	460	498	430	349	405
ACTUAL AVG	466	398	470	521	460	396	430
FORECAST AVG	400	428	397	386	379	366	322
ACTUAL VS FORECAST	-16%	7%	-10%	-9%	-4%	-8%	-33%
DATE	Feb 20	Feb 21	Feb 22	Feb 23	Feb 24	Feb 25	Feb 26
FORECAST	405	450	465	498	470	400	405

# RECIPE

## RECIPE CARDS

**RECIPE CARD - M12412**  
**PA DOC: BOILED PASTA - SPAGHETTI**

**Servings:**  **Serving Size:**

**Collapse All**

**RECIPE MAIN**

<b>Recipe No.:</b>	M12412	<b>Status:</b>	
<b>Recipe Name:</b>	PA DOC: BOILED PASTA - SPAGHETTI	<b>Add Date:</b>	2016-06-16
<b>Marketing Name:</b>	PA DOC: BOILED PASTA - SPAGHETTI	<b>Last Update Date:</b>	2017-01-20
<b>Description:</b>			
<b>Category:</b>	RICE, PASTA, GRAINS AND DRESSING		
<b>Type:</b>	RICE, PASTA, GRAINS AND DRESSING		

---

**Production Department:** Recommended Batch Size (Servings):

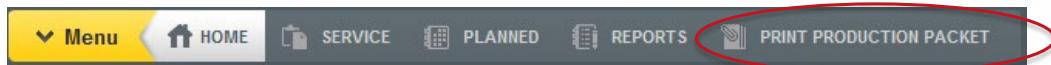
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**Cost Per Serving:** \$0.0928

**Cooking:**

# PRODUCTION

## PRODUCTION PACKET



By Production Department

**Print Production Packets**

**Print Production Packet For:**

Service Date:

**Production Department Options**

PRODUCTION DEPTS.

Camp Hill CI\Camp Hill Kitchen 1  
\\Camp Hill Kitchen 1

Camp Hill CI\Camp Hill Kitchen 2  
\\Camp Hill Kitchen 2

**Print These Reports:**

Dept. Production Sheet  Kitchen Hot / Cold Holding Log

Recipe Cards  Cooling Temperature Log

**Service Area / Station Options**

SERVICE AREA / STATIONS

Camp Hill No Animal Product Menu

Camp Hill Kosher Bag Meal

**Print These Reports:**

MEAL PERIODS

Breakfast  Production Sheet

Lunch  Recipe Cards

Dinner  Station Hot / Cold Holding Log

Remember selections

Approximate wait time to generate the Production Packet in minutes :1

**Print Production Packet**

By Menu  
(i.e., Service Area)

**PRODUCTION SHEET REPORT**

Date: 2017 02 27, Monday Service Area: Camp Hill Religious Diet Menu Service Menu Name: PA DOC Religious Diet Menus - cycle 1 week 1

Page 1 of 1  
2017-02-12 19:27

		Customers			Total					
Meal Period:	Breakfast	Customer 1	Customer 2	Customer 3	Total					
Weather:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
Station:	Camp Hill No Animal Product Menu									
Number	Name	Final Prep Temp	Serving Size	Planned Prep	On Hand	Amount Prepared	Waste	Left-over	Amt Used /Served	Comments
M13012	PA DOC: 100% JUICE PUNCH - BULK	34 cup	1							
M12401	PA DOC: HOT OATMEAL CEREAL	1 cup	1							
M12532	PA DOC: BREAD, WHITE, SLICED	2 slice	1							
M12533	PA DOC: MARGARINE	2	1							
M13030	PA DOC: SOY MILK BEVERAGE MIX PACKET	1 packet	1							
M13021	PA DOC: COFFEE, INSTANT, SS MIX PACKET	1 packet	1							
M12007	PA DOC: SUGAR PACKET	2 packet	1							

**Food Safety Reminders**

**Cooking:**  
Cooking all hot food until it reaches the required temperature

**Reheating:**  
Reheat all hot food until it reaches the required temperature

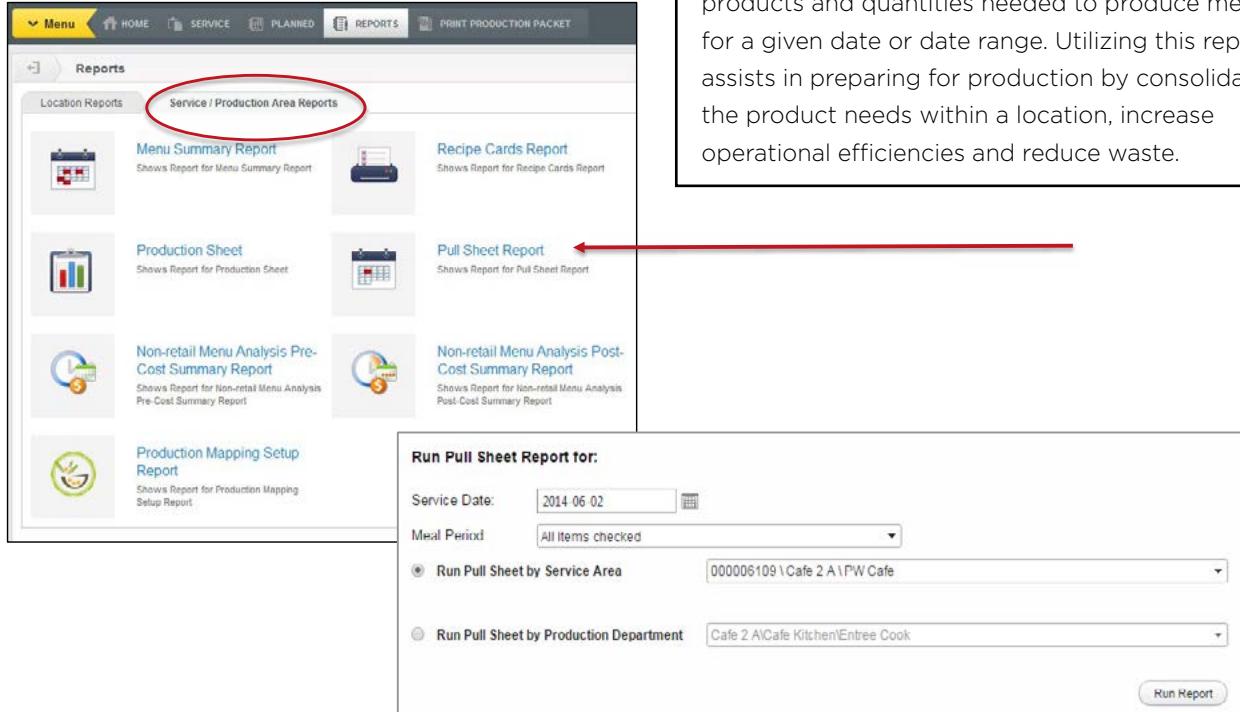
**Cold Production:**  
Rapidly cool refrigerated TCS food prepared within the last 4 hours to the required temperature

**Please check the SAFF Temperatures poster for "required temperatures"**

Discard food not reheated to the required temperature within 2 hours

Discard refrigerated TCS food that is above the required temperature prepared more than 4 hours ago

## PULL SHEET REPORT



The Pull Sheet Report provides users with the products and quantities needed to produce menus for a given date or date range. Utilizing this report assists in preparing for production by consolidating the product needs within a location, increase operational efficiencies and reduce waste.

## PULL SHEET

PULL SHEET				
Page 1 of 6 2020-07-02 13:05				
Production Date: 7/6/2020 - 7/8/2020 Production Department: All Day Deli Meal Period: Breakfast,Lunch,Dinner				
Manufacturer Item	Service Area – Station	Recipe Name	Quantities in Recipe Units	Quantity to pull in Purchase units
BAGELS TRADITIONAL CINNAMON RAISIN PAR BAKED SLICED	Patient - AP Items	M18597 - Cinnamon-Raisin Bagel	72 each	
		Sub Total	72 each	0 case + 72 each
BAGELS, PLAIN, PAR BAKED, TRADITIONAL, SLICED, 2.3 OZ, LENDERS, 1/6 CT	Patient - AP Items	M17751 - Bagel	72 each	
		Sub Total	72 each	0 case + 12 bag
BANANAS - FRESH GREEN TIP 40 LB	Patient - AP Items	M17770 - Fresh Banana	144 each	
		Sub Total	144 each	1 case + 46 each
BEEF, ROAST, TOP ROUND, CAP ON, SPLIT, SEASONED, COOKED, 2/11 LB AVO	Patient - All Day Deli	M14858 - Roast Beef	15 lb	
		Sub Total	15 lb	0 case + 2 each
BEVERAGE MIX, COFFEE, POWDERED, HONEY THICK CONSISTENCY, THICK AND EASY, 75/12 G	Patient - AP Items	M20229 - Honey Thickened Instant Coffee	216 each	
		Sub Total	216 each	2 case + 66 packet
BEVERAGE MIX, COFFEE, POWDERED, NECTAR THICK CONSISTENCY, THICK AND EASY, 75/12 G	Patient - AP Items	M20230 - Nectar Thickened Instant Coffee	216 each	
		Sub Total	216 each	2 case + 66 packet
BREAD, PULLMAN LOAF, WHOLE WHEAT, 1 OZ SLICES, FROZEN, FLOWERS, 10/25 OZ	Patient - AP Items	M18471 - Whole Wheat Bread with Margarine	216 each	
		Sub Total	216 each	0 case + 9 loaf
BREAD, WHITE PULLMAN KOSHER 28 SLICE/LOAF, SYSCO CLASSIC, 24 OZ/W LOAF 10 CT	Patient - AP Items	M19472 - White Bread with Margarine	216 each	
		Sub Total	216 each	0 case + 0 loaf
BREAKFAST INSTANT ESS VAN RTU	Patient - AP Items	M20380 - Breakfast Essentials (TM) Vanilla	72 each	
		Sub Total	72 each	3 case + 0 each
BROCCOLI PROCESSED CROWNS	Patient - All Day Deli	M19945 - Asian Chicken Salad	8 ozw	
	Patient - All Day Deli	M21168 - Chicken Salad and Vegetable Plate	15 ozw	
	Patient - All Day Deli	M6212 - Tuna Salad Plate	11 ozw	
		Sub Total	2 lb, 2 ozw	0 case + 3 pound
BUTTER, SS CUP, SALTED, USDA AA, WHOLESOME FARMS IMPERIAL, 720/5 GRAM	Patient - AP Items	M20242 - Butter	216 each	
		Sub Total	216 each	0 case + 216 each
CARROTS, FRESH, PROCESSED STICKS, 4 INCH, 1/5 LB (GENERIC PRODUCE)	Patient - All Day Deli	M21168 - Chicken Salad and Vegetable Plate	30 each	
	Patient - All Day Deli	M6212 - Tuna Salad Plate	22 each	
		Sub Total	52 each	0 case + 2 pound
CARROTS, SHREDDED 4/5LB	Patient - All Day Deli	M19945 - Asian Chicken Salad	10 3/4 ozw	
		Sub Total	10 3/4 ozw	0 case + 1 bag
CAULIFLOWER CELLO WRAPPED	Patient - All Day Deli	M21168 - Chicken Salad and Vegetable Plate	15 ozw	
	Patient - All Day Deli	M6212 - Tuna Salad Plate	11 ozw	
		Sub Total	1 lb, 10 ozw	0 case + 2 each
CEREAL, GRITS WHITE QUICK COOK, QUAKER, 5 LB BAG 8 CT	Patient - Steam Table	M784 - Grits	1 lb, 14 ozw	
		Sub Total	1 lb, 14 ozw	0 case + 1 bag

## NEEDS LIST REPORT

Shows Report for Needs List Report

**Run Needs List for:**

**Location:** Oberholtzer

**Starting From:** 2015-12-28  **To:** 2015-12-31

**Needs List For Production**  **Needs List For Spices**

**Order By Storage Area**

The Needs List Report provides users with exactly what product is needed for the time period selected based on menu and forecast. Using this report eases the order placement process, helps manage inventory levels, and saves money.

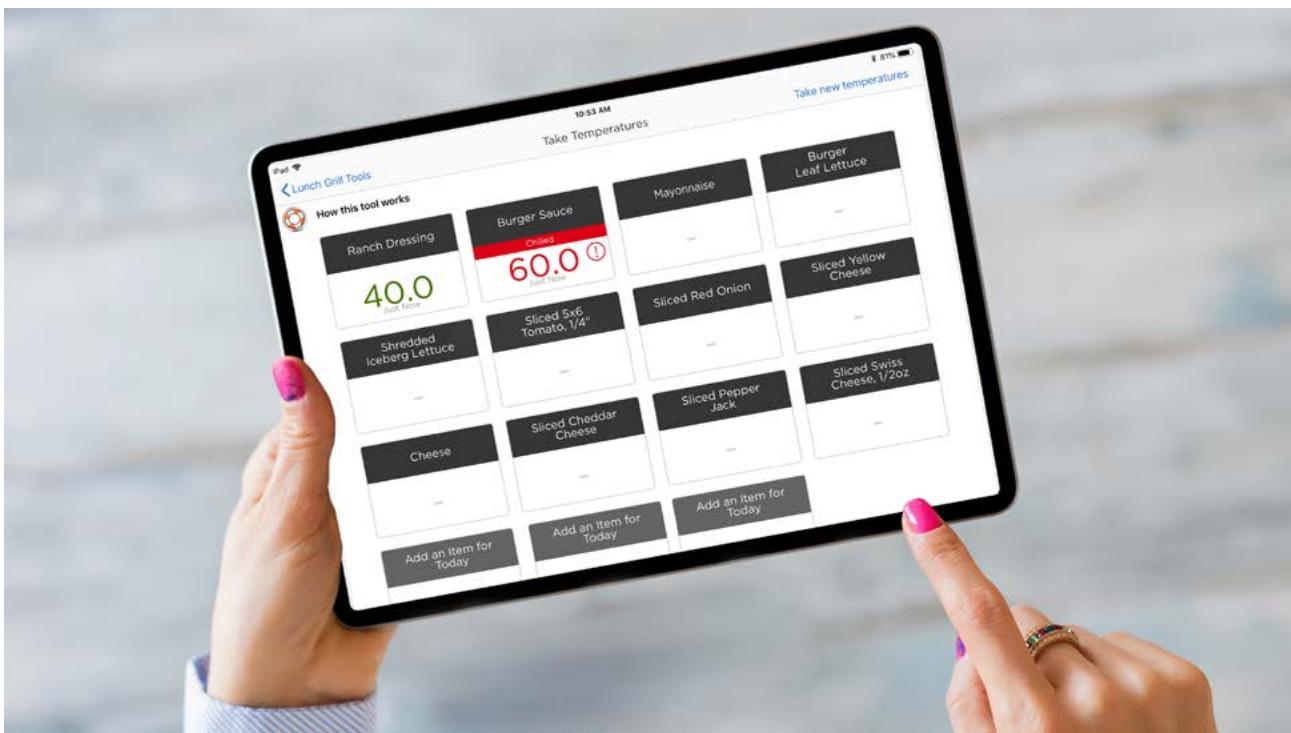
## NEEDS LIST

NEEDS LIST							2020 07 02 13:00
Date Range: 2020-07-06 - 2020-07-08							Page 1 of 6
Vendor Item Number	Description	Purchase Units Needed	Recipe Amount	Cost For Amount Needed	Purchase Unit Cost	Brand/ Product	
<b>VENDOR: SYSCO FOOD SERVICES OF PHILA</b>							
<b>BAKERY PRODUCTS</b>							
1009711	BAGEL PLAIN SLICED 2 3 OZ-LENDERS/12@6 CT	1 case (72 each)	72 each	14.66	14.66	LENDERS	
1251461	TOAST FRENCH STICK HT&SRV-FARMR/C/2@2 LB	0 case (0 stick)	0 stick	0	23.06	FARM RICH	
1549452	BUN HAMBURGER WHL GRAINS 3.5-FSPLB4S/10@2 CT	0.4 case (48 roll)	48 roll	9.10	22.75	FLOWERS BAKERY	
1664196	BUN HAMBURGER POTATO 4 SLI-EURBKRS/10@12 CT	0.4 case (48 each)	48 each	12.78	31.89	EUROPEAN BAKERS LTD	
1892934	TORTILLA FL FLOUR PRESSED 6 IN-MISSION/24@12 CT	0.02 case (6 each)	6 each	0.51	24.70	MISSION	
2244523	BREADSTICK FRENCH PARBAKED-RICH'S/12@1.8 OZ	0 case (0 each)	0 each	0	29.51	RICH'S	
2364359	MUFFIN BLUEBERRY WG RF IW-OTSPKMY/72@2 OZ	1 case (72 muffin)	72 muffin	26.31	26.31	DELICIOUS ESSENTIALS	
2429819	DOUGH COOKIE CHOC CHNK 2 OZ-OTSPKMY/4@4 LB	0.15 case (24 cookie)	24 cookie	8.55	56.97	SUPREME INDULGENCE	
2502205	BREAD TEXAS TOAST YLW 3/4 SLI-SYS CLS/10@24 OZ	0.25 case (48 slice)	48 slice	7.38	29.23	SYSCO CLASSIC	
2971259	BREAD FLAT BREAD WHL GRAIN RICH'S/12@2 OZ	0.31 case (59 slice)	59 slice	12.69	41.31	RICH'S	
3257955	MUFFIN ENGLISH PLAIN FRKSPLT	1 case (72 muffin)	72 muffin	17.51	17.51	BKRSCLS (BAKERS SOURCE CLASSIC)	
3691569	BROWNIE UNICED BKD NAKED GRMTBK/R/2@8 CT	0.15 case (0 1/4 tray)	0 1/4 tray	6.64	45.60	GOURMET BAKER	
4565956	MUFFIN ENGLISH WHL GRN 51% FS-NAI GRN/12@12 CT	0.5 case (72 muffin)	72 muffin	16.95	33.90	BKRSCLS (BAKERS SOURCE CLASSIC)	
5459821	ROLL DINNER HEAT&SERVE 1.5 OZ	1.92 case (144 roll)	144 roll	32.10	16.72	BRIDGFRD	
8386765	BREAD PULLMAN WHITE 28 SLI-SYS CLS/10@24 OZ	0.91 case (255 slice)	255 slice	27.74	30.46	SYSCO CLASSIC	
8640138	BUN HAMBURGER 4 IN SLI-EURBKRS/12@8 CT	0.05 case (5 roll)	5 roll	1.36	26.08	EUROPEAN BAKERS LTD	
9494366	ROLL HONEY WHEAT HT & SERVE-BRDGF/RD/75@1.5 OZ	1.92 case (144 roll)	144 roll	33.08	17.23	BRIDGFRD	
<b>Total by BAKERY PRODUCTS</b>							227.35
<b>BEVERAGE - COLD</b>							
2477693	ICE ITAL PUSH-UP CHERRY	6.04 case (145 each)	145 each	94.67	15.67	LUIGI'S	
3630720	JUICE ORANGE CRTN 100% SQZ PLAS-TROPICNA/4@120 OZ	0.09 case (1 qt, 1 2/3 cup)	1 qt, 1 2/3 cup	2.89	32.94	TROPICANA	
3865649	JUICE LEMON PSTRZD ULTRA PREM-SYS NAT/6@1 QT	0.05 case (1 cup, 3 tbl)	1 cup, 3 tbl	1.10	21.83	SYSCO NATURAL	
3865730	JUICE LIME PSTRZD ULTRA PREM-SYS NAT/6@1 QT	0 case (1tbl, 2 1/4 tsp)	1tbl, 2 1/4 tsp	0.09	20.15	SYSCO NATURAL	
4113469	COFFEE COL FRACTION PK	0.18 case (27 bag)	27 bag	22.49	125.13	FOLGERS	
7607122	SWEETENER LIQUID AGAVE-MONIN/4@1 LTR	0 case (1tbl, 1/2 tsp)	1tbl, 1/2 tsp	0.15	34.12	MONIN	
9547217	JUICE APPLE REFG DATE CODE CUP-ARDMORE/96@4 OZ	2.25 case (216 container)	216 container	31.82	14.14	ARDMORE FARMS	
9547316	JUICE CRNBRY REFG DATE COD CUP-ARDMORE/96@4 OZ	2.25 case (216 container)	216 container	28.64	12.73	ARDMORE FARMS	
9540942	JUICE ORANGE REFR DTE CODE CUP-ARDMORE/96@4 OZ	2.25 case (216 container)	216 container	37.00	16.00	ARDMORE FARMS	
<b>Total by BEVERAGE - COLD</b>							219.65

# ENABLE: SAFETY AND EFFICIENCY FIRST



Enable is a proprietary application with interactive tools that can guide Monterey County's operators through daily prep and service. Each tablet will be able to integrate with PRIMA Web for ultimate quality control that you can rely on. Our Enable mobile platform is used by front-line managers and front-line associates to drive food safety and improve data accuracy and inmate satisfaction, allowing more time to focus on critical components of the food production process.



## ENABLE TABLETS HAVE THE FOLLOWING FUNCTIONS:

### ENFORCING FOOD SAFETY

- Accurate food temperature capture and recording
- Corrective action prompting and recording when temperatures are out of compliance

### BOOSTING PRODUCTIVITY AND COST-SAVINGS

- Digital waste tracking
- Eliminates manual data entry
- Reduces paper with digital logs
- Easy access to reports for inspections and audits
- Data secured on locked Aramark configured iPads

# MOBILE PLATFORM FOR THE FRONT LINE

## WHAT IS ENABLE?

Mobile platform designed to deliver operational tools that drive quality, customer satisfaction, and food safety

- Used by both front-line associates and managers, operations are streamlined, allowing more time to focus on critical components of the food production process
- For service operations, this allows more time to focus on the customer since manual logging of temperature and service results is eliminated

## WHAT DOES IT DO?

### For Front-Line Associates:

- Enables associates to work independently and efficiently more time to focus on production and food safety
- Engages associates appreciate easily accessible tools developed specifically for their needs

### For Front-Line Managers:

- Eliminates the need to print, collate, and distribute printed production packets
- Entry of production/service results and temperatures directly into PRIMA Web by associates eliminates post service data entry by managers. Waste is directly entered in GMM by associates,
- Bluetooth thermometer use ensures accurate temperatures are recorded. Corrective action prompts improve food temperatures and reduce food safety issues.

## — FEEDBACK —

**“I love Enable. It’s the best system I’ve ever used. Under promise and over deliver, I love it!”**

*—Chef*

**“I love the functionality of the app and I am now able to catch up with post production and waste. It literally takes me 10 minutes in the morning to close out post production for the previous day!”**

*—Chef Manager*

**“This is soooo simple, just like the iPhone”**

*—Front Line Associate*

**“You don’t have to flip through the papers...”**

*—Front Line Associate*

**“We love the Enable app and we have lots of ideas on how it could help operations!!!!”**

*—General Manager*

## FEATURES

### Production Worksheets



### Scaled Recipes



### Bluetooth Temperature Capture



### Corrective Actions



### Temperature History



### Waste Tracking



## BENEFITS

- **ENGAGEMENT**—Associates empowered with tools developed for their needs
- **NON VALUE ADD (NVA) TIME REDUCTION**—Reduced FLM/FLA time spent in administrative tasks. Avg./yr.: FLM: 400 hours; FLAs: 1,000 hours
- **PAPER/PRINTING COST SAVINGS**—No need to print for holding temperatures, production/service worksheets and recipe cards; savings of \$0.06/printed page
- **FORECAST ACCURACY**—Estimated improved with the ability to capture production prep and service results on the floor in real time; reduces food waste
- **IMPROVED FOOD QUALITY**—Estimated due to on demand recipe scaling and batch capability
- **FOOD SAFETY**—Increased temperature capture compliance, enhanced by Bluetooth capability. Corrective Actions reduced from 27.1% to 1.5%
- **WASTE REDUCTION**—Improved waste data capture at the station. Data enter directly into GMM

## OVERVIEW

Enable is a mobile platform designed to deliver operational tools on an Apple iPad. It is used by both front-line managers (FLMs) and front-line associates (FLAs) to drive food safety, improve data accuracy, and ensure audit readiness.

## FUNCTIONALITY OVERVIEW

### SCREEN TOOLS (SEE FIGURE 1):



Figure 1: Screen Tools

- **PRODUCTION PREP**—Details all menu items and the forecasted portions to prepare. Provides access to scaled recipes that can be adjusted to allow for changes in demand or for batch production. Captures amounts prepared/wasted and entry of final cooking temperatures required for food safety purposes.
- **LAYOUT INGREDIENTS & UTENSILS**—Instructs an FLA how to set up a station in the proper order with the correct utensils.
- **TAKE TEMPERATURES**—Digital temperature capture, via manual and Bluetooth data entry, of food holding temperatures required for food safety and quality purposes.
- **SERVICE RESULTS**—Captures the food portions remaining and wasted at the end of service; used to calculate food item acceptability that drives the next forecast, which is critical to waste reduction.
- **SITE JOURNAL**—Log of notes kept by station.
- **TEMPERATURE HISTORY**—Available on-demand, eliminating paper logs and the need to retain them for audit purposes.
- **WASTE TRACKING**—Production, service, and storage waste pounds are recorded in three at every station.

*\*not shown in Figure 1 above: Temperature History and Waste Pound functionality*

## EXTERNAL INTERFACES/ INTEGRATED SYSTEMS: OVERVIEW

The Enable platform has been developed using cutting edge technologies starting with Swift on iOS for the client application and Spring Boot/API layer hosted in Azure on the Pivotal Cloud Foundry (PCF) platform. This architecture provides an easily scalable, high throughput capable and secure environment to host the APIs used by the application.

Other tools/vendors are used in our ecosystem including, Airwatch (a Mobile Device Management tool), Circle CI (a continuous integration/continuous deployment cloud-based tool) and Microsoft AppCenter (to provide the ability to do in-app updates). In addition, we use GitHub as our source code repository.

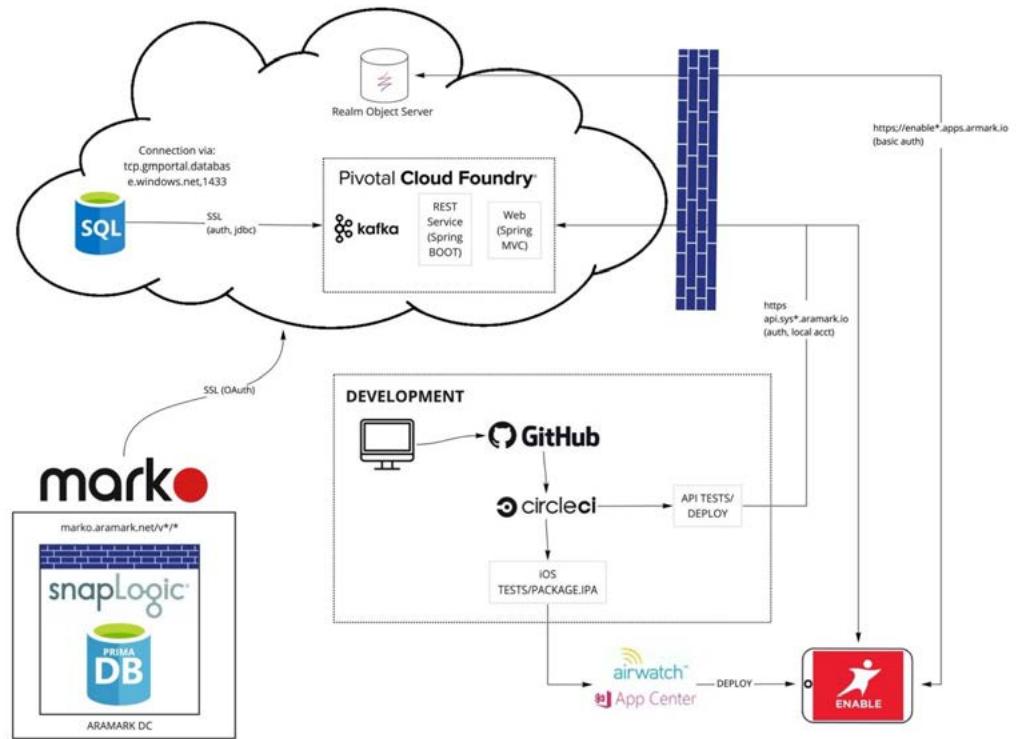


Figure 2: High Level Architecture Build Flow

## SECURITY OVERVIEW

Security is baked into every layer of the Enable platform, from Airwatch enforced security policies on changing passcodes and sleep timeout values to communicating over HTTPS for all API calls and including basic authentication/trusted domain style application keys.

- All communication is over standard web ports (80, 8080).
- No customer or user PII is collected, stored or used in the Enable application.
- No electronic protected health information (ePHI) is stored or used by the Enable app.
- No financial transactions are collected, stored or used in the Enable application.

# FRESHFAVORITES™

## BEHAVIOR AND TRAINING TOOL

Inmate behavior affects security and your officers' work environment. FreshFavorites™ is a tool officers can use to reward good behavior, and in turn, enhance security.

Made on site, FreshFavorites brings popular takeout-style foods such as hamburgers to your facility. Inmates pay for items through their trust fund. This program is considered a privilege that motivates them by providing a taste of foods they would get at home. In addition to burgers, food choices include pizza, burritos, nachos, and cheesesteaks; healthier selections like salads and grilled chicken sandwiches; and desserts such as chocolate chip cookies. There are more than 250 items available.

Aramark provides facility-approved marketing materials to drive inmate excitement and participation—promotions highlight featured menu items and celebration specials quarterly to help drive engagement. These menus incorporate the latest research and recipes from culinary teams and chefs throughout Aramark. We review the FreshFavorites menu regularly to discontinue slow-moving items and develop new promotional strategies.



**FreshFavorites is also a Training Tool.**  
As the key component of IN2WORK food service training, inmates participating in the IN2WORK program at your facility will learn how to prepare and serve takeout food as they would in a retail food environment.

Collaboration and customization are key to the program's success. Aramark will work closely with Monterey County to ensure we meet your security protocols, determine an appropriate delivery schedule, and provide a menu tailored to your regional preferences. Because the program helps by encouraging positive behavior, it is a privilege given or taken away based on predetermined criteria. Monterey County will benefit from fewer disruptions and security-related issues.

### THIS IS HOW IT WORKS:



INMATE  
VIEWS MENU



INMATE  
PLACES ORDER VIA  
PAPER FORM OR KIOSK



ARAMARK STAFF  
RECEIVES ORDER &  
PREPARES THE ITEM



FOOD IS DELIVERED  
TO INMATE



# iCARE FRESH

## CONNECTION WHILE INCARCERATED

Important connections are often compromised while incarcerated. iCare Fresh provides support by allowing inmates to receive gifts from loved ones.

iCare Fresh allows family members and friends to purchase freshly prepared restaurant-style meals through our secure website using a credit or debit card. Meals are prepared fresh on-site by Aramark staff and delivered to inmates, providing them with a taste of home.

The iCare Fresh menu includes more than 100 items, with everything from traditional favorites like pizza, burgers, and tacos to on-trend selections and healthier options. We work with you to customize a menu that works best for your facility. Menus incorporate the latest research and recipes from our culinary team and chefs. The menu is reviewed regularly to discontinue slow-moving items and develop new promotional strategies.

Aramark provides thank-you postcards to inmates, which can be sent to friends and family promoting the program. Once an iCare account is created, family members and friends receive promotional offers and discounts for select items.



**The iCare Fresh Program generates additional revenue and promotes a calmer atmosphere at your facility by improving inmate behavior and morale. It is a revocable privilege, so good behavior is easier to maintain.**



### THIS IS HOW IT WORKS:



LOVED ONES LOG ON TO ICAREGIFTS.COM AND CHOOSE A FRESH MEAL ITEM OR ITEMS



LOOK UP THE INMATE WHO WILL RECEIVE THE FOOD



ENTER PAYMENT INFORMATION, ORDER CONFIRMATION AND TRACKING NUMBER SENT



**B.3 CONTRACTOR MENU REQUIREMENTS**

# MENU DESIGN & PROPOSED MENUS

Aramark maintains the largest staff of full-time registered dietitians in the country. Drawing on more than 40 years of corrections experience, our dietitians build a custom menu after reviewing your operational standards, kitchen capabilities, and tray capacity. With this data in place, our dietitians develop product specifications, menu selections, and recipes to meet the unique needs of your facility.

## MENU DESIGN IS BASED ON:



**Your goals as outlined** within the scope of service, specifications, and budget parameters



**Current Dietary Reference Intakes (DRIs)**



**Federal, state, and local nutritional standards** as well as those of the American Correctional Association (ACA) and the National Commission on Correctional Health Care (NCCHC)

The team also factors in facility survey observations and products best suited to facility kitchen storage areas, equipment, and service areas.

Additionally, our team of dietitians oversees our food production system and quality assurance program. We know that access to a registered dietitian is critical at any time, so these team members work beside us daily to ensure that nutritional operations run smoothly. Emergencies are addressed immediately, not when a dietitian consultant can get around to them.





## INMATE ACCEPTABILITY IS IMPORTANT

All products and recipes have been taste-tested and implemented based on client and inmate feedback; however, menu changes may be necessary from time to time. Our dietitian, front-line manager, and district managers work together to make recommendations based on inmate acceptability.

All modifications will be discussed with you, as we require facility approval before any changes are made. Administration menu change requests can be made at any time throughout the contract period. Some change requests may require price adjustments unless food of equal value is exchanged.

We also take into consideration the appearance of the food on the tray. The psychological impact of tray presentation is crucial. A skillful presentation increases interest in the food. Our menus combine items that add color variation and are arranged attractively on the tray.

## PRIMA WEB

We use time-saving technology to manage unique inmate dietary needs. Our proprietary software, PRIMA Web, ensures menus are input accurately to eliminate any discrepancies regarding items or portions. PRIMA Web is a web-based application that functions seamlessly with other Aramark systems. It allows each facility's customized menu, as planned by the team of dietitians, to be downloaded through the PRIMA Web system.

PRIMA Web creates operating efficiencies by enabling fact-based, real-time decisions as menus and production are planned; standardized recipes scaled and printed; products reordered and received; and post-analysis conducted.

Monterey County will benefit through production consistency, nutritional conformity, cost control, waste reduction, increased focus on customer satisfaction, accurate inventory control, and quality and consistency of meals prepared.



## MEDICAL AND RELIGIOUS DIETS

Special diets must be integrated into the program with the cooperative efforts of food staff, medical staff, and administration. Our diet program has been developed to meet the unique needs of corrections facilities.

### MEDICAL DIETS

Balancing medical needs and cost is essential to meet the dietary requirements of your population. Medical staff is encouraged to work with Aramark's dietitians to ensure that meal service aligns with diet orders. The process includes implementing the Medical Nutrition Therapy and Religious Meals Manual.

The staff follows daily diet meal plans and standard diet procedures to alleviate unnecessary costs, regulate the process—documentation of meals, and which items are served and protect against litigation. An agreed-upon labeling system ensures that HIPAA guidelines are met, and the appropriate inmates receive their trays. We will provide evening snacks for inmates who require them, such as diabetes or higher caloric needs.

!

**We have the largest team of dietitians in the country with 40+ years of combined experience in correctional nutrition and diets.**

### RELIGIOUS ORDER DIETS

Aramark provides religious diet options based on contract specifications and policies of the facility. These include lacto-ovo-vegetarian (contains milk and eggs), vegan (total vegetarian, excluding meat and animal by-products, including milk and eggs), and pork-free. Other prepackaged religious meals are provided at mutually agreed-upon pricing.



Religious diet orders should only be authorized by a designated religious authority, not medical staff, to maintain control and compliance. Of equal importance, due to significant expense and security risks, such diets should not be ordered for personal food preferences. Proper verification will ensure that the inmate is practicing dietary laws for established religious purposes. In addition, inmates are not permitted to alternate between religious diets and standard diets, and commissary and FreshFavorites purchases must be restricted or monitored.

Religious diet orders are issued on completed forms to food service, classification, and, if appropriate, correctional officers in housing areas. This information includes correct diet terminology, date of transmittal, authorization signature, housing area, and inmate name and classification number unless a no-name system is used.



## PROPOSED **MENUS**



## January 2022

The menu proposed for Monterey County, CA, meets the nutritional guidelines of the American Correctional Association which are based upon the current dietary reference intakes for males and females ages 19 to 50 years, as established by the Food and Nutrition Board of the Institute of Medicine, National Academy of Sciences. The proposed menu is in compliance with the requirements of Title 15. A weekly average of 2800 calories per day is offered. Adequate levels of protein, vitamins A, C, calcium and iron are included.

Cynthia Irizarry M.S., R.D., L.D.

*C. Irizarry*  
Irizarry, MS, RD, LDN #723880

Director, Nutrition and Operational Support Services

Aramark Correctional Services







## MONTEREY COUNTY SCHOOL DISTRICT

## CALIFORNIA

My Average 2800 Calories Per Day

## Less than 10% of Calories from Saturated Fat

THURSDAY

WEDNESDAY

TUESDAY

၃၃

## Meal Name: Breakfast

HAN

SATURDAY EBIDAY

THURSDAY

TUESDAY

All entire portions purchased fully cooked, within manufacturer tolerance specifications, are weight measurements prior to reheating. Casseroles and combination items made from scratch are based upon approximate cooked weight measurements. Weights on cookies, bread, rolls and breadsticks made from mix or scratch are based upon approximate total volume measurement prior to cooking. Side dishes are volume measurements. All starches, vegetables, and cooked cereals are prepared with margarine unless indicated as LF (Low Fat). No pork is used unless item is named pork. Imitation cheese with calcium is used.

~ This item made with mechanically separated poultry used in accordance with USDA standards.

m.

**NUTRITION STATEMENT:** This menu meets the nutritional guidelines of the American Correctional Association which are based upon the current DRIs for males and females 19 to 50 years as established by the Food and Nutrition Board of the Institute of Medicine, National Academy of Sciences. Adequate levels of protein, Vitamin A, vitamin C, calcium, and iron are included.

Proposed 1/2022


**MONTEREY COUNTY  
CALIFORNIA**

 Weekly Average 2800 Calories Per Day  
Less than 10% of Calories from Saturated Fat
Week: **4****MONDAY****Meal Name: Breakfast**

Corn Flakes Cereal	1 each	Corn Flakes Cereal	1 cup	100% Apple Juice (4 oz)	1 each	Corn Flakes Cereal
Peanut Butter Breakfast Bar**	1 cup	Peanut Butter Breakfast Bar**	1 cup	Peanut Butter Breakfast Bar**	1 cup	Peanut Butter Breakfast Bar**
Peanut Butter Breakfast Bar**	1/50 cut	Peanut Butter Breakfast Bar**	1/50 cut	Peanut Butter Breakfast Bar**	1 cup	Peanut Butter Breakfast Bar**
Breakfast Muffin	1/50 cut	Hard Cooked Egg	1/50 cut	Hard Cooked Egg	1/50 cut	Hard Cooked Egg
Bakery Biscuit	1/54 cut	Apple Jelly	1/54 cut	Bakery Biscuit	1/54 cut	Apple Jelly
Apple Jelly	2 packet	Grape Jelly	2 packet	Grape Jelly	2 packet	Grape Jelly
Grape Jelly	1 each	1% Milk (Half Pint)	2 packet	1% Milk (Half Pint)	2 packet	1% Milk (Half Pint)
1% Milk (Half Pint)	2 packet	Sugar Sub	1 each	1% Milk (Half Pint)	1 each	1% Milk (Half Pint)
Sugar Sub	1 each	Sugar Sub	2 packet	Sugar Sub	1 each	Sugar Sub
	2 packet			Sugar Sub	2 packet	Sugar Sub

**Meal Name: Lunch**

T. Ham	4 ozw	T. Bologna	4 ozw	T. Ham	4 ozw	T. Ham
Mayo Dressing & Mustard Packets	1 each	Mayo Dressing & Mustard Packets	1 each	Mayo Dressing & Mustard Packets	1 each	Mayo Dressing & Mustard Packets
Wheat Bread	4 slice	Wheat Bread	4 slice	Wheat Bread	4 slice	Wheat Bread
Celery Sticks	2 ozw	Celery Sticks	2 ozw	Celery Sticks	2 ozw	Celery Sticks
Duplex Sandwich Cookies	2 each	Duplex Sandwich Cookies	2 each	Duplex Sandwich Cookies	2 each	Duplex Sandwich Cookies
Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C

Savory Stroganoff (3 oz)~	6 ozw	Tex-Mex Taco Filling (3 oz)~	4 ozw	Farmhouse Stew LF(LS (3 oz) 1 c veg)~	12 ozw	T. Hot Dogs (1.5 oz each)
Cottage Fries	1 cup	Broccoli LF	1 1/2 cup	Mustard	1/2 cup	Mustard
Carrots & Green Beans LF	1/2 cup	Shredded Lettuce	1 cup	Wheat Bread	1/2 fl oz	Gravy LF
Coleslaw Vinaigrette	3/4 cup	Taco Sauce	1 packet	French Dressing LF	2 slice	Mashed Potatoes
Fresh Baked Wheat Roll (2 ozw)	1 each	Tortilla Chips	1/2 fl oz	Baked Beans	1/2 cup	Wheat Bread
Fudge Brownie	1/54 cut	Kettle Blend Mixed Vegetables LF	1/54 cut	Southern Cornbread	1/2 cup	Coleslaw Vinaigrette
Fruit Drink w/ B12, C, D, E & Calcium	1/54 cut	Iced Yellow Cake	1/54 cut	Garden Salad	1/2 cup	Broccoli LF
Salt & Pepper Packets	1 each	Fruit Drink w/ B12, C, D, E & Calcium	1/54 cut	Italian Dressing	1/54 cut	Creamy Coleslaw
		Iced Yellow Cake	1 packet	Iced White Cake	1/2 fl oz	Iced Yellow Cake
		Salt & Pepper Packets	1 each	Fruit Drink w/ B12, C, D, E & Calcium	1/54 cut	Fruit Drink w/ B12, C, D, E & Calcium
				Salt & Pepper Packets	1 each	Salt & Pepper Packets
				Salt & Pepper Packets	1 each	Salt & Pepper Packets

All entree portions purchased fully cooked, within manufacturer tolerance specifications, are weight measurements prior to reheating. Casseroles and combination items made from scratch are based upon approximate cooked weight measurements. Weights on cookies, bread, rolls, and breadsticks made from mix or scratch are prior to baking. Pancakes made from mix or scratch are batter volume measurement prior to cooking. Side dishes are volume measurements. All starches, vegetables, and cooked cereal are prepared with margarine unless indicated as LF (Low Fat). No pork is used unless item is named pork. Imitation cheese with calcium is used.

~This item made with mechanically separated poultry used in accordance with USDA standards.

\*\*This item contains 250 mg calcium.

**NUTRITION STATEMENT:** This menu meets the nutritional guidelines of the American Correctional Association, which are based upon the current DRIs for males and females 19 to 50 years as established by the Food and Nutrition Board of the Institute of Medicine, National Academy of Sciences. Adequate levels of protein, vitamin A, vitamin C, calcium, and iron are included.

## Cycle Menu - Weekly Nutritional Analysis



Non-Profit Center:	NOSS - VP
Location:	Downers Grove Regional Office
Service Area:	NOSS Main (template only)
Menu Name:	Monterey, CA : 2800 cal (1.4.2022)ci

Period: All Week: 1 Avg. Method: Weighted

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## Cycle Menu - Weekly Nutritional Analysis



Non-Profit Center:	NOSS - V/P
Location:	Downers Grove Regional Office
Service Area:	NOSS Main (Template only)
Menu Name:	Monterey, CA : 2800 call (1.2022)ci

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Method: **Weighted**

	Pro	CHO	Fat	Chol	% of Calories	(g)	% of Calories	(g)	Fiber (g)	Na (mg)	Vit A (RAE)	SFA (g)	Vit C (mg)	Vit B1 (mg)	Vit B2 (mg)	Nia (mg)	Vit B6 (mg)	Fola (mg)	Vit B12 (mcg)	Ca (mg)	P (mg)	Fe (mg)	
Calories	(g)	% of Calories	(g)	% of Calories	(g)	95.0	<= 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20	1.20	16.00	1.30	400.00	2.40	1000.0	700.0	18.00	
Std.	2800	56.0	350.0																				
<b>Day: 1</b>																							
<b>Sum.</b>	2839	82.0	11.5	403.8	56.9	102.3	32.4	189.5	27.09	4019	1233.06	27.80	255.27	2.50	2.40	31.41	1.86	512.87	5.61	2152.2	1949.0	28.85	
<b>Var.</b>	39.5	26.0	53.8			7.3	32.4	(110.5)	2.09	19	333.06	(4.20)	165.27	1.30	1.10	15.41	0.56	112.87	3.21	1152.2	1249.0	10.85	
<b>% of Std.</b>	101.4	146.4		115.4		107.7		63.2	108.36	100	137.01	86.87	283.63	207.92	184.69	196.33	143.31	128.22	233.71	215.2	278.4	160.26	
<b>Day: 2</b>																							
<b>Sum.</b>	2927	102.2	14.0	422.7	57.8	94.4	29.0	180.4	38.96	4342	1120.89	26.29	221.93	2.89	2.37	33.19	2.33	1045.14	5.76	2172.5	2602.7	32.71	
<b>Var.</b>	127.4	46.2	72.7			(0.6)	29.0	(119.6)	13.96	342	220.89	(5.71)	131.93	1.69	1.07	17.19	1.03	645.14	3.36	1172.5	1902.7	14.71	
<b>% of Std.</b>	104.5	182.5		120.3		99.4		60.1	155.83	109	124.54	82.16	246.59	240.42	182.38	207.44	179.08	261.28	240.04	217.3	371.8	181.73	
<b>Day: 3</b>																							
<b>Sum.</b>	3094	102.1	13.2	423.7	54.8	111.6	32.5	304.8	24.25	3610	1308.12	31.50	199.02	3.06	3.28	44.85	3.15	532.93	6.69	2289.8	2434.0	25.93	
<b>Var.</b>	294.1	46.1	73.7			16.6	32.5	4.8	(0.75)	(390)	408.12	(0.50)	109.02	1.86	1.98	28.85	1.85	132.93	4.29	1289.8	1734.0	7.93	
<b>% of Std.</b>	110.5	182.4		121.1		117.5		101.6	96.99	90	145.35	98.43	221.13	254.92	252.64	280.28	242.38	133.23	278.88	229.0	347.7	144.07	
<b>Day: 4</b>																							
<b>Sum.</b>	2759	88.1	12.7	396.3	57.3	99.5	32.4	294.6	23.56	2353	1887.32	23.56	189.10	2.23	2.47	35.40	1.92	512.89	6.01	1859.5	1955.1	28.70	
<b>Var.</b>	(30.9)	32.1	46.3			4.5	32.4	(3.9)	4.48	(164.7)	987.32	(8.42)	99.10	1.03	1.17	19.40	0.62	112.89	3.61	859.5	1255.1	10.70	
<b>% of Std.</b>	98.9	157.3		113.2		104.8		98.7	117.90	59	209.70	73.68	210.11	186.17	189.62	221.28	147.77	128.22	250.29	186.0	279.3	159.46	
<b>Day: 5</b>																							
<b>Sum.</b>	3063	104.9	13.6	431.0	55.9	108.3	31.6	194.7	37.42	3520	1207.90	31.50	195.32	2.95	2.49	36.64	2.60	996.52	5.90	2111.9	2533.1	32.26	
<b>Var.</b>	282.7	48.9	81.0			13.3	31.6	(105.3)	12.42	(480)	307.90	(0.50)	105.32	1.75	1.19	20.64	1.30	596.52	3.50	1111.9	1823.1	14.26	
<b>% of Std.</b>	110.1	187.3		123.1		114.0		64.9	149.69	88	134.21	98.43	217.03	245.83	191.69	228.97	199.92	249.13	245.63	211.2	360.4	179.24	
<b>Day: 6</b>																							
<b>Sum.</b>	2490	89.4	14.4	324.3	52.1	94.9	34.3	373.1	22.29	3409	1400.55	28.08	148.75	2.03	2.33	28.51	1.72	517.03	6.25	1907.2	1977.5	27.27	
<b>Var.</b>	(309.6)	33.4	(25.7)			(0.1)	34.3	73.1	(2.71)	(591)	500.55	(3.92)	58.75	0.83	1.03	12.51	0.42	117.03	3.85	907.2	1277.5	9.27	
<b>% of Std.</b>	88.9	159.6		92.7		99.9		124.4	89.16	85	155.62	87.76	165.27	169.17	179.08	178.20	132.31	129.26	260.21	190.7	282.5	151.48	
<b>Day: 7</b>																							
<b>Sum.</b>	3139	102.4	13.0	420.6	53.6	120.9	34.7	194.0	40.99	2952	1212.27	33.43	206.61	3.24	3.06	43.55	3.33	1010.63	6.38	1936.2	2346.1	27.63	
<b>Var.</b>	339.0	46.4	70.6			25.9	34.7	(106.0)	15.99	(1048)	312.27	1.43	116.61	2.04	1.76	27.55	2.03	610.63	3.98	936.2	1646.1	9.63	
<b>% of Std.</b>	112.1	182.8		120.2		127.2		64.7	163.96	74	134.70	104.47	229.57	270.08	235.15	272.17	256.23	256.66	265.96	193.6	305.2	153.49	
<b>Avg.</b>	2906	95.9	13.2	403.2	55.5	104.6	32.4	247.5	31.50	3458	1338.59	28.88	202.29	2.70	2.63	36.22	2.42	732.57	6.08	2061.3	2255.4	29.05	
<b>Std.</b>	2800.0	56.0	350.0			95.0	<= 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20	1.20	16.00	1.30	400.00	2.40	1000.0	700.0	18.00	
<b>Var.</b>	106.0	39.9	53.2			9.6	32.4	(52.5)	6.50	(542)	438.59	(3.12)	112.29	1.50	1.33	20.22	1.12	332.57	3.68	1061.3	1554.5	11.05	
<b>% of Std.</b>	104.0	171.2		115.2		110.1		82.5	125.99	86	148.73	90.26	224.76	224.93	202.16	226.38	185.86	183.14	253.53	206.1	322.2	161.39	

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## Cycle Menu - Weekly Nutritional Analysis

**Non-Profit Center:** NOSS - VP  
**Location:** Downers Grove Regional Office  
**Service Area:** NOSS Main (template only)  
**Menu Name:** Monterey, CA : 2800 cal (1.2022)ci

period: All

Week: 2 **Aura Method: Weighted**

Blank cells represent missing (`unknown`) nutrient values

		Pro	CHO	Fat	Chol	% of Calories	(g)	% of Calories	(g)	Fiber (g)	Na (mg)	Vit A (RAE)	SFA (g)	Vit C (mg)	Vit B1 (mg)	Vit B2 (mg)	Nia (mg)	Vit B6 (mg)	Fola (mg)	Vit B12 (mcg)	Ca (mg)	P (mg)	Fe (mg)	
Calories	(g)	% of Calories	(g)	% of Calories	(g)	% of Calories	(g)	% of Calories	(g)	Chol (mg)	Na (mg)	Vit A (RAE)	SFA (g)	Vit C (mg)	Vit B1 (mg)	Vit B2 (mg)	Nia (mg)	Vit B6 (mg)	Fola (mg)	Vit B12 (mcg)	Ca (mg)	P (mg)	Fe (mg)	
Std.	2800	56.0	350.0	95.0	< 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20		16.00	1.30	400.00	2.40	1000.0	700.0	700.0	18.00			
<b>Day: 1</b>		<b>Sum.</b>	2787	105.8	15.2	407.2	58.4	83.4	26.9	204.8	34.72	4449	610.70	24.30	179.76	2.70	24.0	30.66	2.08	747.12	5.74	2109.7	2435.0	31.14
	<b>Var.</b>		(12.8)	49.8	57.2	(11.6)	26.9	(95.2)	9.72	449	-289.30	(7.70)	89.76	1.50	1.10	14.66	0.78	347.12	3.34	1109.7	1735.0	13.14		
	<b>% of Std.</b>		99.5	188.9	116.3		87.8		68.3	138.88	111	67.86	75.95	199.73	224.83	184.31	191.63	160.23	186.78	238.96	211.0	347.9	172.97	
<b>Day: 2</b>		<b>Sum.</b>	2904	86.9	12.0	419.6	57.8	100.5	31.1	158.1	28.99	3508	1222.18	30.57	244.43	2.45	2.41	32.64	2.16	501.07	5.93	1971.3	1923.4	28.36
	<b>Var.</b>		104.3	30.9	69.6	5.5	31.1	(141.9)	3.99	(492)	322.18	(1.43)	154.43	1.25	1.11	16.64	0.86	101.07	3.53	971.3	1223.4	10.36		
	<b>% of Std.</b>		103.7	155.1	119.9		105.8		52.7	115.96	88	135.80	95.54	271.59	204.50	185.31	204.01	166.38	125.27	247.17	197.1	274.8	157.54	
<b>Day: 3</b>		<b>Sum.</b>	3396	113.3	13.3	512.3	60.3	103.7	27.5	195.2	38.90	4175	1198.01	30.38	194.62	4.75	3.54	44.64	3.28	1183.22	6.75	2178.3	2616.1	33.65
	<b>Var.</b>		596.4	57.3	162.3		8.7	27.5	(104.8)	13.90	175	298.01	(1.62)	104.62	3.55	2.24	28.64	1.98	783.22	4.35	1178.3	1916.1	15.65	
	<b>% of Std.</b>		121.3	202.4	146.4		109.1		65.1	155.59	104	133.11	94.94	216.24	396.17	272.15	278.99	252.31	295.80	281.21	217.8	373.7	186.97	
<b>Day: 4</b>		<b>Sum.</b>	2601	84.7	13.0	366.1	56.3	89.2	30.9	298.4	24.17	3413	983.70	22.16	206.12	2.06	2.33	25.89	1.81	436.86	5.95	2040.0	1955.7	26.53
	<b>Var.</b>		(199.2)	28.7	16.1		(5.8)	30.9	(1.6)	(0.84)	(587)	83.70	(9.84)	116.12	0.86	1.03	9.83	0.51	36.86	3.55	1040.0	1255.7	8.53	
	<b>% of Std.</b>		92.9	151.2	104.6		93.9		99.5	96.66	85	109.30	69.25	229.02	171.42	178.85	161.43	139.15	109.21	247.92	204.0	279.4	147.41	
<b>Day: 5</b>		<b>Sum.</b>	3015	92.0	12.2	455.7	60.5	98.0	29.2	136.5	34.07	3417	991.65	23.30	224.43	2.58	2.40	37.05	2.16	672.97	5.54	2033.8	2246.9	29.60
	<b>Var.</b>		214.6	36.0	105.7		3.0	29.2	(163.5)	9.07	(583)	91.65	(8.70)	134.43	1.38	1.10	21.05	0.86	272.97	3.14	1033.8	1546.9	11.60	
	<b>% of Std.</b>		107.7	164.3	130.2		103.1		45.5	136.28	85	110.18	72.83	249.37	215.00	184.77	231.56	166.00	168.24	230.79	203.4	321.0	164.43	
<b>Day: 6</b>		<b>Sum.</b>	2746	108.0	15.7	365.7	53.3	95.8	31.4	472.5	25.38	3729	1350.05	27.14	205.49	2.31	2.65	40.72	2.60	457.69	6.69	1851.8	2056.3	27.52
	<b>Var.</b>		(54.1)	52.0	15.7		0.8	31.4	172.5	0.38	(271)	450.05	(4.86)	115.49	1.11	1.35	24.72	1.30	57.69	4.29	851.8	1395.3	9.52	
	<b>% of Std.</b>		98.1	192.9	104.5		100.9		157.5	101.52	93	150.01	84.82	228.32	192.75	203.92	254.53	199.69	114.42	278.67	185.2	299.3	152.86	
<b>Day: 7</b>		<b>Sum.</b>	2818	104.6	14.8	405.2	57.5	91.2	29.1	194.1	40.13	4176	1684.64	25.84	154.67	3.35	2.92	37.06	2.79	761.53	6.14	2004.0	2252.0	28.31
	<b>Var.</b>		18.3	48.6	55.2		(3.8)	29.1	(105.9)	15.13	176	784.64	(6.16)	64.67	2.15	1.62	21.06	1.49	361.53	3.74	1004.0	1562.0	10.31	
	<b>% of Std.</b>		100.7	186.7	115.8		96.0		64.7	160.52	104	187.18	80.76	171.86	279.17	224.31	231.63	214.54	190.38	255.88	200.4	321.7	157.26	
	<b>Avg.</b>		2895	99.3	13.7	418.8	57.9	94.5	29.4	237.1	32.34	3838	1148.70	26.24	201.36	2.89	2.66	35.51	2.41	680.06	6.10	2027.0	2217.8	29.30
	<b>Std.</b>		2800.0	56.0	350.0		95.0	< 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20		16.00	1.30	400.00	2.40	1000.0	700.0	18.00	
	<b>Var.</b>		95.4	43.3	68.8		(0.5)	29.4	(62.9)	7.34	(162)	248.70	(6.76)	111.36	1.69	1.36	19.51	1.11	280.06	3.70	1027.0	1517.8	11.30	
	<b>% of Std.</b>		103.0	177.4	119.7		99.5		79.0	129.34	96	127.63	82.01	223.73	240.55	204.80	221.97	185.47	170.02	254.37	202.7	162.78	162.78	

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**MONTEREY COUNTY**  
**CALIFORNIA**  
**RELIGIOUS MENU**

Weekly Average 2800 Calories Per Day  
 Less than 10% of Calories from Saturated Fat

Week: **2****TUESDAY****WEDNESDAY****SUNDAY****FRIDAY****THURSDAY****SATURDAY****Meal Name: Breakfast**

100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Orange Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Orange Juice (4 oz)	1 each
Kosher Toasted Oats	2 1/2 cup	Kosher Toasted Oats	2 1/2 cup	Kosher Toasted Oats	2 1/2 cup	Kosher Toasted Oats	2 1/2 cup	Kosher Toasted Oats	2 1/2 cup	Kosher Toasted Oats	2 1/2 cup
Peanut Butter	2 each	Kosher Hard Cooked Egg	1 each	Kosher Hard Cooked Egg	1 each	Peanut Butter	2 each	Kosher Hard Cooked Egg	1 each	Peanut Butter	2 each
Kosher Bread or Roll	2 each	Kosher Bread or Roll	2 each	Kosher Bread or Roll	2 each	Kosher Bread or Roll	2 each	Kosher Bread or Roll	2 each	Kosher Bread or Roll	2 each
Apple Jelly	2 packet	Apple Jelly	2 packet	Grape Jelly	2 packet	Apple Jelly	2 packet	Grape Jelly	2 packet	Apple Jelly	2 packet
1% Milk (Half Pint)	2 each	1% Milk (Half Pint)	2 each	1% Milk (Half Pint)	2 each	1% Milk (Half Pint)	2 each	1% Milk (Half Pint)	2 each	1% Milk (Half Pint)	2 each
Sugar Sub	2 packet	Sugar Sub	2 packet	Sugar Sub	2 packet	Sugar Sub	2 packet	Sugar Sub	2 packet	Sugar Sub	2 packet
<b>Meal Name: Lunch</b>											
Rinsed Tuna	3 ozw	Vegan Hummus	1 1/2 cup	Egg Salad (3 oz fresh)	4 ozw	Peanut Butter	3 each	Rinsed Tuna	3 ozw	Vegan Hummus	1 1/2 cup
Mayo Dressing	2 packet	Graham Crackers	3 pack	Mustard	2 packet	Apple Jelly	2 packet	Mayo Dressing	2 packet	Graham Crackers	3 pack
Kosher Bread or Roll	4 each	Carrot Sticks or Coins	2 ozw	Kosher Bread or Roll	4 each	Kosher Bread or Roll	4 each	Carrot Sticks or Coins	2 ozw	Kosher Bread or Roll	4 each
Celery Sticks	2 ozw	Duplex Sandwich Cookies	5 each	Celery Sticks	2 ozw	Duplex Sandwich Cookies	2 ozw	Duplex Sandwich Cookies	5 each	Carrot Sticks or Coins	2 ozw
Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each
Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet
<b>Meal Name: Dinner</b>											
Beef Stroganoff	3/4 cup	Sloppy Joe	3/4 cup	Pulled BBQ Chicken	3/4 cup	Chunky Beef Stew	3/4 cup	Taco Meat	3/4 cup	Turkey Tetrazzini	3/4 cup
O'Brien Potatoes	1 cup	Kosher Pinto Beans	1 1/2 cup	Mashed Potatoes	3/4 cup	Broccoli LF	1/2 cup	Shredded Lettuce	1 cup	Kosher Rice	3/4 cup
Kettle Blend Mixed Vegetables LF	1/2 cup	Cabbage LF	3/4 cup	Kettle Blend Mixed Vegetables LF	1 1/2 cup	Carrots LF	1/2 cup	Spicy Cheese Sauce	1/2 fl oz	Kosher Carrots	1 1/2 cup
Kosher Coleslaw Vinaigrette	3/4 cup	Shredded Lettuce	1 cup	Kosher Coleslaw Vinaigrette	1/2 cup	Garden Salad	1 cup	Taco Sauce	1/2 fl oz	Garden Salad	1/2 cup
Kosher Bread or Roll	2 each	Scratch Italian Salad Dressing	1/2 fl oz	Kosher Bread or Roll	2 each	Scratch Italian Salad Dressing	1/2 fl oz	Flour Tortilla (6")	2 each	Scratch Italian Salad Dressing	1/2 fl oz
Margarine, pc	2 each	Margarine, pc	2 each	Margarine, pc	2 each	Margarine, pc	2 each	Cajun Potatoes	1/2 cup	Kosher Bread or Roll	2 each
Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each
Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Duplex Sandwich Cookies	5 each	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Margarine, pc	2 each	Fruit Drink w/ B12, C, D, E & Calcium	1 packet
Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each

This menu contains only food items that are kosher and halal. Side dishes are volume measurements. All lunch and dinner entrees are made with Texturized Vegetable Protein (TVP) unless otherwise indicated (\*). All starches, vegetables, and cooked cereal are prepared with margarine unless indicated as LF (Low Fat). No pork is used.

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MONTEREY COUNTY  
CALIFORNIA  
RELIGIOUS MEN

Weekly Average 2800 Calories Per Day  
Less than 10% of Calories from Saturated Fat

93

Week:

## MONDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

This menu contains only food items that are kosher and halal. Side dishes are volume measurements. All lunch and dinner entrees are made with Texturized Vegetable Protein (TVP) unless otherwise indicated (\*). All starches, vegetables, and cooked cereals are prepared with margarine unless indicated as LF (Low Fat). No pork is used.

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**MONTEREY COUNTY**  
**CALIFORNIA**  
**RELIGIOUS MENU**

Weekly Average 2800 Calories Per Day  
 Less than 10% of Calories from Saturated Fat

Week: **4****MONDAY****TUESDAY****WEDNESDAY****THURSDAY****SATURDAY****SUNDAY****Meal Name: Breakfast**

100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)	1 each	100% Apple Juice (4 oz)
Kosher Toasted Oats	2 1/2 cup	Kosher Toasted Oats										
Peanut Butter	2 each	Kosher Hard Cooked Egg	1 each	Kosher Hard Cooked Egg	1 each	Kosher Hard Cooked Egg	1 each	Peanut Butter	2 each	Kosher Hard Cooked Egg	1 each	Peanut Butter
Kosher Bread or Roll	2 each	Kosher Bread or Roll										
Apple Jelly	2 packet	Grape Jelly	2 packet	Grape Jelly	2 packet	Apple Jelly	2 packet	Grape Jelly	2 packet	Grape Jelly	2 packet	Apple Jelly
1% Milk (Half Pint)	2 each	1% Milk (Half Pint)										
Sugar Sub	2 packet	Sugar Sub										
<b>Meal Name: Lunch</b>												
Rinsed Tuna	3 ozw	Vegan Hummus	1 1/2 cup	Egg Salad (3 oz fresh)	4 ozw	Peanut Butter	3 each	Rinsed Tuna	3 ozw	Vegan Hummus	1 1/2 cup	Egg Salad (3 oz fresh)
Mayo Dressing	2 packet	Graham Crackers	3 pack	Mustard	2 packet	Apple Jelly	2 packet	Mayo Dressing	2 packet	Graham Crackers	3 pack	Mustard
Kosher Bread or Roll	4 each	Carrot Sticks or Coins	2 ozw	Kosher Bread or Roll	4 each	Kosher Bread or Roll	4 each	Kosher Bread or Roll	4 each	Celery Sticks	2 ozw	Kosher Bread or Roll
Celery Sticks	2 ozw	Duplex Sandwich Cookies	5 each	Celery Sticks	2 ozw	Celery Sticks	2 ozw	Carrot Sticks or Coins	2 ozw	Duplex Sandwich Cookies	5 each	Carrot Sticks or Coins
Duplex Sandwich Cookies	5 each	Fruit Drink w/ Vitamin C	1 packet	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Fruit Drink w/ Vitamin C	1 packet	Duplex Sandwich Cookies
Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C	1 packet	Fruit Drink w/ Vitamin C
<b>Meal Name: Dinner</b>												
Turkey Tetrazzini	3/4 cup	Taco Meat	3/4 cup	Chunky Beef Stew	3/4 cup	Pulled BBQ Chicken	3/4 cup	Creamy Chicken Dinner	3/4 cup	Sloppy Joe	3/4 cup	Sweet & Sour Chicken
Kosher Cottage Fries	1 cup	Kosher Pinto Beans	1 1/2 cup	Kosher Rice LF	1 1/2 cup	Kosher Pinto Beans	1 1/2 cup	Mashed Potatoes	1 cup	Kosher Pinto Beans	1 cup	Kosher Cottage Fries
Carrots & Green Beans LF	1/2 cup	Shredded Lettuce	1 cup	Broccoli LF	1/2 cup	Paprika Potatoes LF	1/2 cup	Carrots	1/2 cup	Broccoli LF	1/2 cup	Carrots & Green Beans LF
Kosher Coleslaw Vinaigrette	3/4 cup	Taco Sauce	1 packet	Garden Salad	1 cup	Broccoli LF	1/2 cup	Kosher Coleslaw Vinaigrette	3/4 cup	Kosher Coleslaw Vinaigrette	3/4 cup	Kosher Coleslaw Vinaigrette
Kosher Bread or Roll	2 each	Flour Tortilla (6")	2 each	Scratch Italian Salad Dressing	1/2 fl oz	Tossed Salad w/ Carrots	1 cup	Kosher Bread or Roll	2 each	Kosher Bread or Roll	2 each	Kosher Bread or Roll
Margarine, pc	2 each	Kettle Blend Mixed Vegetables LF	1/2 cup	Kosher Bread or Roll	2 each	Italian Dressing	1/2 fl oz	Margarine, pc	2 each	Margarine, pc	2 each	Margarine, pc
Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Margarine, pc	2 each	Kosher Bread or Roll	2 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies	5 each	Duplex Sandwich Cookies
Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Duplex Sandwich Cookies	5 each	Margarine, pc	2 each	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Fruit Drink w/ B12, C, D, E & Calcium
Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Duplex Sandwich Cookies	5 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets
				Salt & Pepper Packets	1 each	Fruit Drink w/ B12, C, D, E & Calcium	1 packet	Salt & Pepper Packets	1 each	Salt & Pepper Packets	1 each	Salt & Pepper Packets

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Cycle Menu - Weekly Nutritional Analysis

Period: All Week: 1 Avg. Method: Weighted

ବିଭିନ୍ନ ପରିବାରରେ ବିଭିନ୍ନ ପରିବାରରେ ବିଭିନ୍ନ ପରିବାରରେ ବିଭିନ୍ନ ପରିବାରରେ

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Cycle Menu - Weekly Nutritional Analysis

<b>Non-Profit Center:</b>	NOSS - VP
<b>Location:</b>	Downers Grove Regional Office
<b>Service Area:</b>	NOSS Main (template only)
<b>Menu Name:</b>	Monterey, CA: GFI Religious Menu (9/2021)

Period: All Week: 2 Avg. Method: Weighted

ବିଭିନ୍ନ ପରିବାରରେ ବିଭିନ୍ନ ପରିବାରରେ ବିଭିନ୍ନ ପରିବାରରେ ବିଭିନ୍ନ ପରିବାରରେ

		Pro		CHO		Fat																			
		Calories	(g)	% of Calories	(g)	% of Calories	(g)	Chol (mg)	(mg)	Fiber (g)	(mg)	Vit A (RAE)	SFA (g)	Vit C (mg)	(mg)	Vit B1 (mg)	(mg)	Nia (mg)	(mg)	Vit B6 (mg)	(mg)	Fola (mg)	(mg)	P (mg)	Fe (mg)
Std.	2800	56.0	350.0	95.0	<= 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20		16.00	1.30	400.00	2.40	1000.0	700.0	18.00					
Day: 1		Sum.	2749	97.3	14.2	395.4	57.5	91.3	29.9	60.2	26.59	3683	1,250.09	33.48	247.30	2.78	3.16	34.13	2.52	665.39	10.35	1668.0	1144.8	40.37	
		Var.	(61.3)	41.3		45.4		(3.7)	29.9	(239.8)	1.59	(317)	350.09	1.48	157.30	1.58	1.86	18.13	1.22	265.39	7.95	668.0	444.8	22.37	
		% of Std.	98.2	173.7		113.0		96.1		20.1	106.36	92	138.90	104.63	274.78	231.67	243.00	213.31	193.85	166.35	431.13	166.8	163.5	224.28	
Day: 2		Sum.	2917	102.3	14.0	425.8	58.4	91.6	28.3	190.0	48.73	3990	1,230.11	26.39	251.18	3.16	3.30	23.90	2.73	1170.90	8.66	1810.7	1825.7	45.21	
		Var.	117.1	46.3		75.8		(3.4)	28.3	(110.0)	23.73	(10)	330.11	(5.61)	161.18	1.96	2.00	7.90	1.43	770.90	6.26	810.7	1155.7	27.21	
		% of Std.	104.2	182.7		121.6		96.4		63.3	194.91	100	136.68	32.46	279.09	263.25	254.08	149.39	209.69	292.73	360.67	181.1	260.8	251.16	
Day: 3		Sum.	2935	102.7	14.0	412.1	56.2	99.0	30.3	440.9	28.88	3514	1,541.21	32.05	257.95	3.06	3.69	26.55	2.57	69.31	9.54	1984.9	1426.5	41.60	
		Var.	134.6	46.7		62.1		4.0	30.3	140.9	3.88	(486)	641.21	0.05	167.95	1.86	2.39	10.55	1.27	291.31	7.14	984.9	726.5	23.60	
		% of Std.	104.8	183.4		117.8		104.2		147.0	115.50	88	171.25	100.14	286.61	255.25	283.46	165.92	197.38	172.83	397.29	198.5	203.8	231.09	
Day: 4		Sum.	2581	86.2	13.4	374.2	58.0	87.0	30.4	190.0	23.59	3459	1,532.60	26.51	204.67	2.57	3.23	24.13	1.87	661.86	8.06	1642.1	1009.5	39.27	
		Var.	(219.1)	30.2		24.2		(8.0)	30.4	(110.0)	(14.1)	(541)	632.60	(5.49)	114.67	1.37	1.93	8.13	0.57	261.86	6.26	642.1	309.5	21.27	
		% of Std.	92.2	155.9		106.9		91.6		63.3	94.35	86	170.29	82.85	227.41	214.42	248.15	150.81	143.46	165.47	360.67	164.2	144.2	218.17	
Day: 5		Sum.	2698	97.2	14.4	395.9	58.7	82.3	27.4	57.1	24.26	3734	1,167.45	34.45	194.21	2.49	2.97	33.06	2.49	503.76	10.33	1637.3	1075.5	38.75	
		Var.	(101.8)	41.2		45.9		(12.7)	27.4	(242.9)	(0.75)	(266)	267.45	2.45	104.21	1.29	1.67	17.06	1.19	103.76	7.93	637.3	375.5	20.75	
		% of Std.	96.4	173.6		113.1		86.6		19.0	97.02	93	129.72	107.66	215.79	207.58	228.46	206.63	191.46	125.94	430.50	163.7	153.6	215.25	
Day: 6		Sum.	2736	77.8	11.4	405.9	59.3	90.7	29.8	192.7	30.41	3073	1,459.55	26.08	190.73	2.81	3.05	27.51	2.07	765.14	8.67	1646.2	1327.1	42.46	
		Var.	(63.7)	21.8		55.9		(4.3)	29.8	(107.3)	5.41	(927)	559.55	(5.92)	100.73	1.61	1.75	11.51	0.77	365.14	6.27	646.2	627.1	24.46	
		% of Std.	97.7	138.9		116.0		95.5		64.2	121.66	77	162.17	81.50	211.92	233.83	234.77	171.91	159.08	191.29	361.25	164.6	189.6	235.87	
Day: 7		Sum.	3128	118.5	15.2	449.7	57.5	97.6	28.1	440.0	42.87	4165	1,274.53	32.32	266.38	3.66	24.46	2.60	1246.19	9.39	1877.8	1687.2	44.73		
		Var.	328.1	62.5		99.7		2.6	28.1	140.0	17.87	165	374.53	0.32	176.38	2.08	2.36	8.46	1.30	846.19	6.99	877.8	967.2	26.73	
		% of Std.	111.7	211.7		128.5		102.7		146.7	171.46	104	141.61	100.98	295.98	273.17	281.38	152.85	199.92	311.55	391.42	187.8	248.52		

A *biochemical approach to the study of the human brain* 11

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Cycle Menu - Weekly Nutritional Analysis

Non-Profit Center:	NOSS - VP
Location:	Downers Grove Regional Office
Service Area:	NOSS Main (template only)
Menu Name:	Monterey, CA: GFI Religious Menu (9/2021)
Area Groups:	Male/Female, Age 10-50 Years, Old DBP Era

Period: All Week: 3 Avg. Method: Weighted

ပြည်ထောင်စုနှင့် ပြည်တော်မြို့မြို့တော် (မြို့မြို့တော်) ပြည်တော်မြို့မြို့တော်

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Cycle Menu - Weekly Nutritional Analysis

<b>Non-Profit Center:</b>	NOSS - VP
<b>Location:</b>	Downers Grove Regional Office
<b>Service Area:</b>	NOSS Main (template only)
<b>Menu Name:</b>	Monterey, CA; GFI Religious Menu (9/2021)ci
<b>Mobile/Complex:</b>	10-00-Vaccines-04-DPI-RDA
<b>Non-Cross:</b>	Non-Cross

Period: All Week: 4 Avg. Method: Weighted

Blank cells represent missing (unknown) nutrient values

		Pro		CHO		Fat		Vit A (RAE)		Vit C (mg)		Vit B1 (mg)		Vit B2 (mg)		Na (mg)		Vit B6 (mg)		Fola (mg)		Ca (mg)		P (mg)		Fe (mg)				
Calories	(g)	% of Calories	(g)	% of Calories	(g)	% of Calories	(g)	Chol (mg)	Fiber (g)	Na (mg)	Vit A (RAE)	SFA (g)	Vit C (mg)	Vit B1 (mg)	Vit B2 (mg)	Nia (mg)	Vit B6 (mg)	Vit B12 (mcg)	Fola (mg)	Vit B6 (mg)	Vit B12 (mcg)	Ca (mg)	P (mg)							
Std.	2800	56.0	350.0	95.0	<= 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20	1.20	16.00	1.30	400.00	2.40	1000.0	700.0	700.0	18.00									
Day: 1	Sum.	2669	95.4	14.3	395.2	59.2	83.1	28.0	59.7	26.00	3607	963.60	30.27	250.50	2.74	3.13	34.17	2.50	656.21	10.35	1644.1	1108.3	40.23							
	Var.	(131.1)	39.4	45.2		(11.9)	28.0	(240.3)	1.00	(383)	63.60	(1.73)	160.50	1.54	1.83	18.17	1.20	256.21	7.95	644.1	408.3	22.23								
	% of Std.	95.3	170.3	112.9		87.5		19.9	103.99	90	107.07	94.60	278.34	228.58	240.77	213.56	192.15	164.05	431.08	164.4	158.4	158.3	223.47							
Day: 2	Sum.	2839	98.8	13.9	422.7	59.5	83.6	26.5	190.0	48.89	3573	1,756.24	26.36	183.07	2.92	3.19	22.63	2.62	1093.38	8.66	1773.7	1810.2	44.46							
	Var.	39.3	42.8	72.7		(11.4)	26.5	(110.0)	23.89	(427)	856.24	(5.64)	93.07	1.72	1.89	6.63	1.32	693.38	6.26	773.7	1110.2	26.46								
	% of Std.	101.4	176.4	120.8		88.0		63.3	195.58	89	195.14	82.38	203.41	243.17	245.08	141.42	201.23	273.35	360.67	177.4	258.6	246.99								
Day: 3	Sum.	2772	93.7	13.5	410.2	59.2	85.3	27.7	440.0	21.45	3557	956.32	27.26	203.49	3.08	3.54	28.66	1.89	872.45	9.39	1712.8	1103.5	42.00							
	Var.	(28.0)	37.7	60.2		(9.7)	27.7	140.0	(3.55)	(443)	56.32	(4.74)	113.49	1.88	2.24	12.66	0.59	472.45	6.99	712.8	403.5	24.00								
	% of Std.	99.0	167.3	117.2		89.8		146.7	85.79	89	106.26	85.19	226.10	256.25	272.46	179.13	145.38	218.11	391.42	171.3	157.6	157.6	233.31							
Day: 4	Sum.	3105	121.4	15.6	456.2	58.8	91.9	26.6	190.0	43.94	3948	1,044.38	30.39	216.61	3.55	3.47	26.12	2.65	1218.27	8.66	1794.5	1554.1	46.56							
	Var.	306.5	65.4	106.2		(3.1)	26.6	(110.0)	17.94	(52)	144.38	(1.61)	126.61	2.35	2.17	10.12	1.35	818.27	6.26	794.5	854.1	28.56								
	% of Std.	110.9	216.7	130.3		96.8		63.3	171.76	99	116.04	94.96	240.68	295.50	266.69	163.24	203.69	304.57	360.67	179.5	222.0	222.0	256.68							
Day: 5	Sum.	2738	93.3	13.6	390.7	57.1	93.2	30.6	57.6	25.20	3463	1,911.94	34.45	224.70	2.69	3.08	33.83	2.44	646.14	10.43	1774.4	1207.3	39.52							
	Var.	(61.8)	37.3	40.7		(1.8)	30.6	(242.4)	0.20	(537)	1,011.94	2.45	134.70	1.49	1.78	17.83	1.14	246.14	8.03	774.4	507.3	21.52								
	% of Std.	97.8	166.5	111.6		98.1		19.2	100.79	87	212.44	107.67	249.67	224.25	236.77	211.45	187.38	161.54	434.42	177.4	172.5	172.5	219.57							
Day: 6	Sum.	2810	95.3	13.6	409.7	58.3	90.1	28.9	190.0	43.67	3853	749.39	25.17	257.08	2.85	3.26	23.23	2.55	1009.99	8.66	1739.1	1663.0	43.83							
	Var.	10.0	39.3	59.7		(4.9)	28.9	(110.0)	18.67	(147)	-150.61	(6.83)	167.08	1.65	1.96	7.23	1.25	609.99	6.26	739.1	963.0	25.83								
	% of Std.	100.4	170.2	117.1		94.8		63.3	174.70	96	83.27	78.66	285.64	237.33	250.69	145.21	195.92	252.50	360.67	173.9	237.6	237.6	243.51							
Day: 7	Sum.	2797	96.5	13.8	412.5	59.0	88.1	28.3	440.0	28.35	3826	1,771.33	27.03	246.36	2.88	3.64	26.18	2.66	716.52	9.39	1721.6	1231.3	40.90							
	Var.	(3.5)	40.5	62.5		(6.9)	28.3	140.0	3.35	(174)	871.33	(4.97)	156.36	1.68	2.34	10.18	1.36	316.52	6.99	721.6	531.3	22.90								
	% of Std.	99.9	172.3	117.9		92.7		146.7	113.40	96	196.81	84.48	273.73	239.83	279.69	163.64	204.46	179.13	391.42	172.2	175.9	175.9	227.21							
	Avg.	2819	99.2	14.1	413.9	58.7	87.9	28.1	223.9	33.79	3680	1,307.60	28.71	225.97	2.96	3.33	27.83	2.47	887.57	9.36	1737.2	1382.5	42.50							
	Std.	2800.0	56.0	350.0	95.0	<= 0.00	300.0	25.00	4000	900.00	32.00	90.00	1.20					16.00	1.30	400.00	2.40	1000.0	700.0	18.00						
	Var.	18.6	43.2	63.9		(7.1)	28.1	(76.1)	8.79	(310)	407.60	(3.28)	135.97	1.76	2.03	11.83	1.17	487.57	6.96	737.2	682.5	24.50								
	% of Std.	101.0	177.1	118.2		92.5		135.14	92	145.29	89.71	251.08	246.42	256.02	173.95	190.03	221.89	390.05	173.7	197.5	197.5	236.18								

A HISTORY OF THE CHINESE IN AMERICA

## CELEBRATION MENUS

### CELEBRATION MENU PLANNING, CUSTOMIZING, AND DEVELOPMENT POLICY

All corrections facilities are unique, so we recognize the importance of customizing menus to meet the needs of each. Our registered dietitians have developed a celebration menu and diet program customized to Monterey County that meets the most current Recommended Dietary Allowances and Dietary Reference Intakes, the standards of the American Correctional Association, and additional guidelines are detailed in your specifications. This program has been corrections-tested.

We also take into account inmate preferences, survey observations and your comments, and what items are best suited to your kitchen storage areas, equipment, and service areas. We ensure that the quantity of food for each celebration meal is consistent.



**Appearance counts.**  
We make sure meals are arranged appealingly on your service trays with variety in the type of items, colors, and texture.

### ADAPTABILITY TO SEASONAL TRADITIONAL MEAL PLANS

We also recognize that menu and meal acceptability are key in menu development, especially during stressful times for the inmates when emotions run high. We have included 6 celebration or "spirit-lifter" meals for your review.

We will continue to provide the required holiday meals for Thanksgiving, Christmas, and Ramadan. The following are examples of various holiday menus.

## SAMPLE CELEBRATION MENUS



### NEW YEAR'S DAY

Oven-Fried Chicken  
Black-Eyed Peas  
Seasoned Corn  
Corn Bread  
Margarine  
Cookies  
Beverage



### SPRING CELEBRATION

Glazed Baked Ham  
Au Gratin Potatoes  
Seasoned Mixed Vegetables  
Mixed Green Salad with Dressing  
Fresh Baked Rolls  
Margarine  
Iced Cake  
Iced Tea or Fruit Drink



### MEMORIAL DAY

Grilled Hamburger on a Bun  
Grilled Hot Dog on a Bun  
Ketchup/Mustard/Relish  
Chips  
Coleslaw  
Watermelon  
Cookies  
Iced Tea or Fruit Drink

**Festive HOLIDAY MENU**

**Roast Turkey**

**Enhance your Holiday Meal**

Enhancing holiday meals is optional

Meal Enhancement	Price Increase per Meal
Add Pumpkin Pie Slice - 1/8 pie	\$ 1.05
Add Vanilla Ice Cream - 4 oz Cup	\$ 0.50
Add Potato Chips - 1 oz bag	\$ 0.35
Add Soda - 20 oz bottle	\$ 1.50
Replace Mashed Potatoes with Sweet Potatoes	\$ 0.73
Replace Green Beans with Green Bean Casserole	\$ 0.12
Replace Green Beans with Broccoli with Cheese	\$ 0.04
Replace Cookies with Gingerbread Cake w/ Frosting	\$ 0.05
Replace Cookies with Apple Pie Slice - 1/8	\$ 1.00
Replace cookies with Frosted Brownie 1/60 cut	\$ 0.05

aramark

## SAMPLE CELEBRATION MENUS



### INDEPENDENCE DAY

Cheeseburger on a Bun  
 Pickles/Lettuce/Onion/Tomato  
 Mustard/Ketchup  
 Potato Salad  
 Seasoned Corn  
 Fruited Gelatin  
 Iced Tea or Fruit Drink



### THANKSGIVING

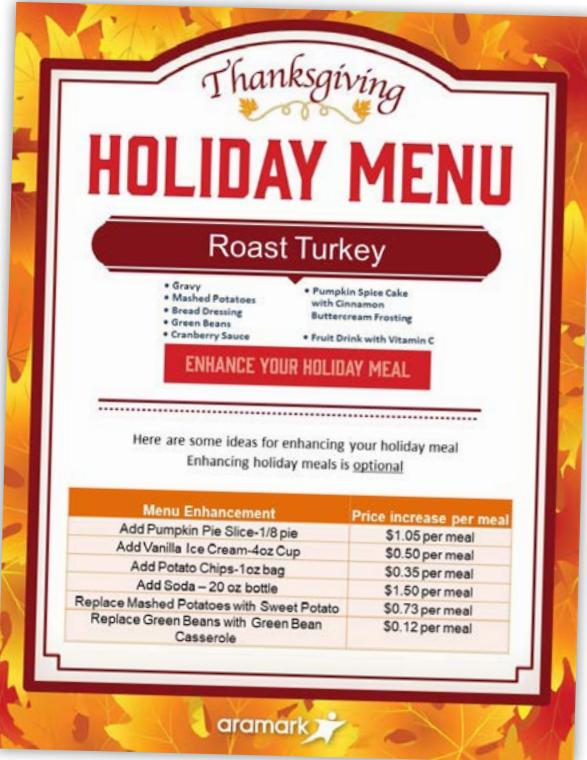
Roast Turkey and Gravy  
 Bread Dressing  
 Sweet Potatoes  
 Seasoned Green Beans  
 Cranberry Sauce  
 Freshly Baked Rolls  
 Margarine  
 Dessert Square  
 Beverage



### WINTER CELEBRATION

Roast Turkey or Roast Beef  
 Mashed Potatoes and Gravy  
 Seasoned Corn  
 Garden Salad with Dressing  
 Freshly Baked Rolls  
 Margarine  
 Cookies  
 Beverage

Aramark will ensure all menus are posted within the kitchen along with the recipes for each meal. Our certified dietitian will provide all necessary updates along with the corresponding nutritional analysis. We understand that during the course of operations, permanent changes may be made to our menus. When this occurs, our nutritional team will work closely with our food service director and Monterey County staff to ensure we have all the required approvals.



In addition to permanent menu changes, there may be an occasion where a substitution is required. The written menu is the served menu, but changes can happen with little warning. Aramark operates under strict policy of menu substitutions if unusual circumstances occur, such as product recall, late delivery, vendor outages, equipment failure, or weather emergencies. The front-line manager may make one-time changes following our substitution guidelines and requirements outlined in the facility specifications. The guide ensures that food items of similar nutritional quality are selected to replace written menu items. The food service director is required to document menu substitutions and the reason for the change.

Any diet substitution is recorded on the dated diet menu for the meal following our substitution guidelines and the modification restrictions in the diet handbook. Written notification will be provided for the contract liaison.

**B.4 QUALITY ASSURANCE**

# PRODUCTION MANAGEMENT

A superior menu and food sourcing plan must be implemented with laser focus at your site. **Aramark uses the following proprietary programs to ensure the menu plan is executed as designed:**

**Operational Excellence (OP-X)**

**myStaffing employee hiring and ongoing training and development**

**SHIELD inmate management and motivation**

**Energy conservation** protocols are a key component of Aramark's food production and are woven into each of the three production programs.



## OPERATIONAL EXCELLENCE (OP-X)

OP-X is more than just a process—it's the way we do business. Training promotes quality assurance that exceeds expectations because employees and inmates learn procedures that Aramark has perfected for more than 40 years. And OP-X provides documentation for litigation, accreditation, or agency requirements.

### THE SIX KEY COMPONENTS OF OP-X STANDARDS OF EXCELLENCE ARE BASED ON THE ACCREDITATION STANDARDS OF THE ACA:

- 1. Meal Consistency**—OP-X encompasses more than 100 specific quality elements incorporated into the easy-to-follow Operations Guide. This ensures that operational standards are completed and reviewed at every meal.
- 2. Measurability**—We require our food service directors to measure performance based on compliance.
- 3. Training**—Designed to give new associates a basic understanding of key food service concepts and practices, Aramark's Operations (Ops) 101 introduces OP-X to run high-quality kitchens with consistency and efficiency.

- 4. Menu Integrity**—The OP-X process delivers exact menu portions and ensures meal quality consistency. The quality process is reviewed every meal.
- 5. Communication**—Our Operations Guide is our on-the-floor tool to ensure meal and daily OP-X standards are followed. The Operations Guide provides a users with a clear and consistent way to record data over time in order to communicate progress and changes with the rest of your team.
- 6. Performance Review**—OP-X is a continuous process of specific action plans written, implemented, and tracked to ensure that service quality is consistent. District managers and other correctional management employees review the process during each visit.

## OP-X PRODUCTION PROTOCOL: FIVE Ps

The Five Ps ensure consistent meal quality. They outline the steps for proper completion of a meal, beginning with forecasting the expected number of people to post-meal analysis. The goal is to serve consistently safe, satisfying, and quality meals are delivered as scheduled while still controlling costs.



## PORTIONING IS A CORE DISCIPLINE

Proper portioning is necessary to make the menu work as planned and to guarantee proper nutrition. All nutritional guidelines require accurate portioning to deliver appropriate calories and other nutritional benefits while controlling costs. A significant contributor to excess food costs is uneven portion control. Our portioning disciplines ensure the management of your costs as planned. Portioning also helps maintain security because uneven portions can cause unrest within the inmate population.

## MEAL TIMING THAT WORKS WITH YOUR SCHEDULE

We comply with ACA guidelines, which recommend no more than 14 hours elapse between the service of dinner and breakfast. To comply with these standards, our frontline manager will collaborate with your staff to determine serving hours that satisfy Monterey County and recommended standards. We will establish a policy for feeding late and early book-ins and offer suggested serving times; however, we remain flexible in prioritizing Monterey County's preferences.

In addition, we know the smooth delivery of meals helps control inmate behavior. Delivery and documentation are essential to successful food service. Meals will be delivered by Aramark staff to mutually agreed-on areas and will be signed for by Monterey County staff. Facility personnel will be responsible for retrieving serving trays and support equipment from the living areas and placing them at the delivery point, a process repeatable for every meal service period.

We will be responsible for ensuring all trays and support equipment are cleaned, and times for retrieval of trays and support equipment will be mutually agreed on and established before the start-up of service.

## DOCUMENTED MENU SUBSTITUTIONS

1

The written menu is the served menu, but **changes can happen with little warning**. Aramark operates under strict policy of menu substitutions if unusual circumstances occur, such as product recall, late delivery, vendor outages, equipment failure, or weather emergencies.

2

The front-line manager may make **one-time changes following our substitution guidelines and requirements** outlined in the facility specifications. The guide ensures that food items of similar nutritional quality are selected to replace written menu items. The food service director is required to document menu substitutions and the reason for the change.

3

**Any diet substitution is recorded on the dated diet menu** for the meal following our substitution guidelines and the modification restrictions in the diet handbook. Written notification will be provided for the contract liaison.

# SUPPLY CHAIN MANAGEMENT

Aramark's corporate supply chain management team sets standards for suppliers ensuring we start with safe, quality food at a fair price. We leverage our excellent reputation and market status for you. Our supply chain principles mandate that we guarantee safety, align programs to the buying needs of each unit, integrate food supply chain management with your operations, and purchase appropriate quality products that demonstrate the best performance and value.



Our dietitians and supply chain professionals develop specified products that are flavorful and cost-effective by working with manufacturers. Our partners include Tyson, Butterball, and GilsterMary Lee. We also work with distributors to create the most efficient distribution system, as transportation costs can dramatically affect food costs.

## OUR SPECIFIED PRODUCTS RATIONALE FOCUSES THE FOLLOWING:

- Safety (plants inspected by Hazard Analysis and Critical Control Points, or HACCP)
- Consistency of product results; balance of quality, nutrition, and cost
- Leveraging partnership resources
- Brand equity
- Client value

## FOOD SAFETY

Aramark purchases only from manufacturers that are USDA-approved to ensure food is safe and meets industry standards. Our safety and risk control team establishes global food standards composed of supplier standards, personal-hygiene standards, site standards, and product and process standards.

Our Operational Excellence (OP-X) program is based on the Sanitation and Food Safety Manual and HACCP standards. We incorporate HACCP standards into our OP-X program for each meal, day, week, and month, as required by HACCP. OP-X mandates frequent food-handling safety inspections by our food service director.

## STANDARD PURCHASING SPECIFICATIONS

Food items are purchased only from vendors compliant with food safety standards and have the manufacturer's and distributor's assurance of safe handling. Although grading of food products is voluntary and uncommon in the corrections industry, in the event Monterey County would like to use graded items in its menus, we can arrange grading with the manufacturers; however, price increases may apply due to the added costs associated with the voluntary grading process. Our registered dietitians review and approve products to ensure that they meet resident acceptability and nutritional standards. Child Nutrition (CN) labels or Manufacturer Product Analysis Forms are required for all processed-meat products served at breakfast and lunch for school-nutrition-reimbursed programs.



**MEATS:** Meats are purchased only from USDA-inspected plants. Samples, with nutritional data, must be submitted to our registered dietitians for prior approval. All must meet inmate acceptability standards.



**CANNED OR FROZEN PRODUCE:** Extra standard or standard, based on availability for institutional pack



**MILK OR MORNING BEVERAGE:** With calcium and vitamin D



**COFFEE:** Freeze-dried



### FRESH PRODUCE:

**Fruits:** 150-count (medium size) petite bananas—U.S. No. 1 or comparable quality

**Produce:** U.S. No. 1 or comparable quality



**FRUIT DRINK:** Vitamin C-enriched, saccharin-sweetened

### PRODUCT RECALL

If a product is recalled, our comprehensive supply-chain system allows for immediate tracking of the origin of that product, so action is decisive and direct.

### USDA COMMODITIES

Aramark will assist in the acquisition of federal commodities for Monterey County, if available. All usable commodities will be blended into the menu and credited, per the USDA.

### PORTION SIZES

Casserole portions and entrée portions made from scratch are based on weight measurements after the food has been cooked. All entrée portions listed on the menu are purchased fully cooked and are based on weight measurements before reheating, per the manufacturer's tolerance specifications.



## COMPLIANCE

### INSPECT WHAT YOU EXPECT

Systems and procedures are only as good as their compliance protocols. Aramark's OP-X process is based on ACA standards and ensures compliance at every meal, every day. The front-line manager completes monthly compliance reviews as a continuous self-evaluation of our performance.

The district manager verifies quarterly the meeting of all standards and writes detailed action plans for areas requiring improvements. High performance is encouraged, as our managers are evaluated based on OP-X criteria and rewarded for high achievement. This review process will be a basis for meetings with your administration.

Our region team members inspect the food production process in additional operation to ensure we are meeting our financial commitments to you. These audits also ensure that we deliver maximum productivity with minimal waste. Additionally, we collect all data from health inspectors and accreditation audits by the ACA and AJA.

## HACCP

Aramark follows the requirements of HACCP, a food safety program designed to reduce, prevent, and eliminate food hazards. This program ensures that food is handled safely at each step of the purchasing, storage, preparation, and service process. Many state health departments increasingly mandate the use of this food safety system. The HACCP training program includes hygiene, monitoring of food temperatures, and proper food-safe materials for packaging and preparation. All employees and inmates are trained in these specific food safety practices.

### ***B.5 MEAL DELIVERY***

Smooth delivery of meals helps control inmate behavior. Delivery and documentation is key to successful food service. Orders will be placed by Aramark. PRIMA Web will ensure the required levels of inventory are maintained. Deliveries are on the same day and approximate time frame each week, after the permanent delivery schedule is established. Facilities approve their delivery day and time frame before the schedules are rolled out. Drivers and trucks are monitored 24 hours a day. A daytime dispatcher monitors the drivers and deliveries during the day, and a night dispatcher monitors the drivers and any delays during the evening and overnight hours. Holiday schedules are communicated in advance and orders will be adjusted accordingly. Aramark personnel will be responsible for placing orders required to complete our weekly menus along with all other operational requirements. All food and supply items will be received at least weekly. All food products will be received and evaluated by staff and then rotated into the current stock. We utilize a FIFO process or First-in, First-Out. Inventory will be taken weekly and entered into PRIMA Web.

- Meals will continue to be delivered by Sheriff staff with the assistance of inmate workers.
- Meals will continue to be signed for by the County of Monterey staff.
- Facility personnel will be responsible for retrieving serving trays and support equipment from the living areas and placing them at the delivery point.
- This system will be repeated for every meal service period.
- Aramark is responsible for ensuring all trays and support equipment are cleaned.
- Times for retrieval of trays and support equipment will be mutually agreed on as is our current process.
- All meals will be delivered based upon the schedule provided by the County. We will adjust any delivery requirements if the schedule is modified.
- We recognize that Aramark is required to provide and maintain all trays and lids. Additionally, we will work closely with the County staff for approval when and if any trays or lids need to be replaced.

### ***B.7 CONTRACTOR RESPONSIBILITY FOR EQUIPMENT & SUPPLIES***

As part of our ongoing focus on equipment and work space, we will ensure all equipment or facility repairs are brought to the County's attention immediately. We continue to ensure all equipment is in good working order through our daily inspections but we understand that things may come up during meal preparation and service. Our team will document any and all equipment or facility issues and then notify the specific County contact. Additionally, we will ensure the appropriate steps are taken immediately to secure the equipment and space impacted. The following provides more insight into our approach to equipment maintenance.

### ***PREVENTIVE***

A breakdown in kitchen equipment can drive food costs up, undermine security, and worsen your officers' work environment. While components of the freezers and coolers are primary maintenance concerns, every item from the freezer door mechanisms to the oil levels in the mixers are monitored. Our approach to maintenance is systematic. Aramark uses a maintenance schedule to identify and schedule preventive maintenance requirements and create work orders to activate the tasks. The schedule ensures the work is completed and records are kept.

We will identify the preventive maintenance requirements for each piece of equipment per the manufacturers. We will schedule the work evenly throughout the year in accordance with equipment requirements. Inspection tours will include all equipment, even if preventive maintenance is not required. Temperature readings from freezers, coolers, and water boosters will be taken. Preventive maintenance will be scheduled around the operation of the kitchen to avoid disrupting food production. Procedures also will be established to respond to emergency situations outside of normal hours of operation. Aramark is operating under the assumption that all equipment is in good working condition.

## REPAIRS

The parts and labor for every repair will be tracked, so that repair costs can be captured separately. This allows analysis of the repairs to determine the causes or to forecast equipment problems. We recommend that Aramark and Monterey County jointly conduct an initial inventory of the equipment provided by the facility, assessing both the quality and condition of such equipment, as well as any serial and model numbers.

Unless otherwise expressly noted, it will be presumed that Aramark accepts the equipment as initially inventoried—in good working order and sufficient for the purpose of performing the agreement. Aramark will maintain records of all equipment, including additions, replacements, and removal from the initial inventory. At the end of the contract term, or upon termination, Aramark will return all equipment in good condition. Aramark and Monterey County will jointly conduct a closing inventory, documenting additions and deletions from the initial inventory and condition of equipment. Monterey County will furnish repairs to the building structure, including roof, ceilings, walls, floor, docks, exterior surfaces, plumbing, and sewers behind floor or walls; elevators; general fire protection systems; security monitoring systems; and all other structural components of the buildings. Aramark will define and document the need for building repairs by initiating a work order through the facility's established procedures. Any repairs due to negligence or abuse by Aramark's employees will be charged to Aramark.

## REPLACEMENT EQUIPMENT

Monterey County will be responsible for the replacement of all of the facility's equipment. On a quarterly basis, Aramark will report to the facility on the status and condition of the equipment. These reports will provide the facility with Aramark's recommendations for equipment additions and replacement. Aramark will use its knowledge and judgment to anticipate the need for equipment and the timing of our recommendation for procurement.

Whenever we complete a successful retention pursuit, we recommend to have a complete inventory of all equipment and document the condition. This allows for our team and Monterey County to understand any critical issues along with helping to better align our maintenance schedule. Since equipment may be retired or purchased, we will also work with Monterey County to complete a similar inventory each year.

As part of this RFP, we acknowledge the County's requirement to provide \$150,000 annually for equipment repair/maintenance and replacement. Our team will monitor all cost related to this process and communicate this directly with the County staff. We will ensure all funds are accurately accounted for and any unused portion each year is remitted to Monterey County. Aramark will be proactive and strategic in our plan and work closely with County staff and provide our recommendations related to all equipment issues.

Aramark understands that equipment also includes the tools needed to prepare the daily meals. We teach our staff that certain items have a greater value within correctional facilities than in the outside world. Our policy ensures that each manager is aware of the items considered contraband by for both Monterey County Sheriff's Office Jail. Our corrections experience has shown that some items are controlled in all facilities:

- **SHADOW BOARDS**—Our policy requires storage of all kitchen knives, cleavers, and sharpening stones on locked shadow boards in a highly visible location. Each item is logged and monitored by our staff to ensure all items are returned.
- **INMATE HANDLING OF UTENSILS**—Knives are tethered to work areas, and inmates cannot leave the area until all equipment is in place.
- **FOOD-RELATED ITEMS**—Certain sensitive food items are locked in storage areas and issued only as needed.

*B.8 CONTRACTOR CLEANING AND SANITATION REQUIREMENTS*

Aramark's correctional services division believes that a safe workplace is essential. The **Sanitation and Food Safety Manual** mandates frequent inspections by the food service director. Our Safety Awareness Program is part of our ongoing corporate goals with employees receiving recognition throughout the year for maintaining a safe and accident-free operation. Our Operational Excellence Program, OP-X is outlined in our proposal.

Sanitation is critically important to a correctional institution. Aramark's food support services will develop an intense sanitation schedule for your food service operation. Our sanitation program involves more than elbow grease and strong soap. Acceptable results require an ongoing program of training and supervision. Each Aramark director has in their possession an Aramark Food Support

Services Sanitation and Food Safety Manual. The manual is in constant use as a management training guide for new employees and for the continuous retraining of existing employees. A complex operation such as this will require a plan to ensure that all equipment and areas are covered. Aramark will put together floor plans of the various locations and list the equipment at each. This equipment will be classified into various categories for extensive cleaning. The various categories will include Clean As You Go, Daily, Weekly, Monthly, and Quarterly. Setting specific periods as checklists requires organizing the complexity and ensure each task has been completed. Continuous inspections by food service directors and assistant food service directors will enforce the Sanitation Plan.

Aramark also provides operational opening and closing checklists (Sanitation Checklist Opening and Sanitation Closing Checklist). We try to make sure that nothing is ever missed on a day-to-day and shift-to-shift basis. Without constant supervision, contraband increases and a disorganized food service results. The kitchen is out of control. Correctional institutions using inmate labor face an everchanging workforce. To provide continuity of service and to facilitate training, Aramark's correctional services manager will prepare a standard work routine for each position. This work description tells the individual what to do by time of day. By coordinating all routines, the manager ensures that each job will get done every day. Preparation, service, and sanitation are continuous, as one never waits for the other ("Clean As You Go Policy").

# SANITATION PLAN

## SAFETY MANUAL

**Simply stated:** We believe a safe workplace is essential. Our Safety Awareness Program reflects our ongoing commitment to ensure safety for all at Monterey County. Through this program, employees receive recognition for maintaining a safe environment. The Sanitation and Food Safety Manual also mandates frequent inspections by your food service director.

### MAKING THE MANUAL WORK FOR YOU



Each Aramark director has access to the Food Support Services Sanitation and Food Safety Manual.

New employees use the manual as a training guide while current employees are expected to refresh their knowledge on a regular basis.

A thorough sanitation schedule is customized to meet regulations and your specific needs.

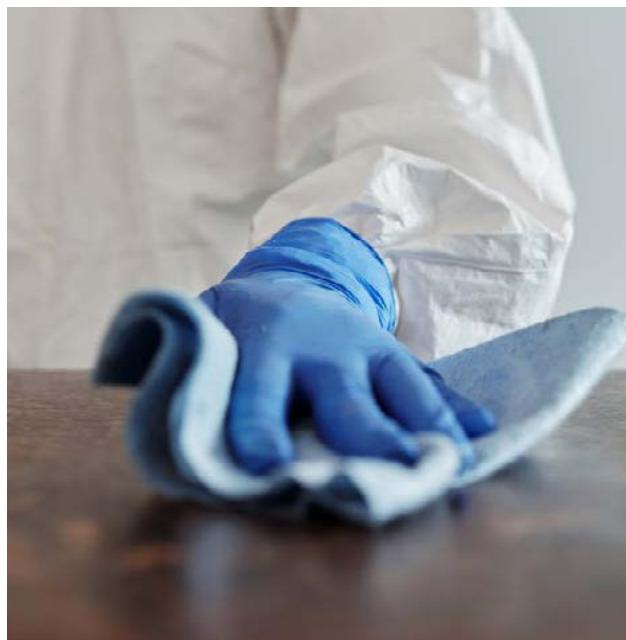
Together, we create floor plans of various locations at your facility and list the equipment within each space.

### EQUIPMENT CATEGORIES

Equipment and locations are classified by the following categories:

- Clean as You Go
- Daily
- Weekly
- Monthly
- Quarterly

Your food service directors and general manager will enforce the sanitation plan through regular inspections. We also provide operational opening and closing sanitation checklists to guide employees.



## MANAGING YOUR INMATE WORKFORCE

Correctional institutions using inmate labor face an ever-changing workforce. To provide continuity of service and facilitate training, your general manager will prepare a standard work routine for each position. This work description provides everyone with a detailed schedule of tasks. By coordinating routines, preparation, service, and sanitation are accomplished on time.



### SUPERVISION

It is the policy of Aramark's correctional services division that our staff, while on assignment, are carefully supervised and that all inmate workers under the supervision of a food service supervisor receive proper guidance, direction, and training. The following procedures are in effect for supervising inmates at the facility who are involved in the food service area:

- All staff will be required to maintain necessary sanitary and safety standards in line with OSHA's requirements and other related health safety standards.
- Full tool control should be maintained and shadow boards used when applicable.
- Under no circumstances should staff be allowed to carelessly serve inmates or waste food; food should be served in a manner in which all inmates receive exactly the same portion and the appropriate portion.

### HOUSEKEEPING

It is difficult to work in a cluttered kitchen. We insist all employees understand the following: A detailed sanitation program will be developed to the specifics of each of the locations in the County.

- Keep paper and food off the floors.
- Be sure there are enough trash containers and that they are emptied periodically, washed and new liners inserted.
- There should be no large-scale dry-sweeping while food is being prepared.
- Worktables should be cleared and wiped off as the preparation progresses. Do not allow soiled pots, utensils, towels, or empty cans to accumulate. This limits work space and hinders production.



We are committed to providing specialized food safety training and certification to all of our food service employees.



## CLEANING OF THE KITCHENS— BASIC CONCEPTS

- The entire kitchen will be kept clean and sanitary at all times
- Inmates assigned to sanitation will be responsible for keeping the kitchen, floors, tables, walls, and equipment clean at all times
- All kitchen equipment and floors shall remain clean through each shift change
- Each shift sanitation person will be responsible for keeping a clean unit

## SAFETY IN FOOD PREPARATION

- When handling hot items, use clean, dry towels
- When lifting lid covers on steam pots, lift lid cover away from yourself to avoid steam coming up in your face
- All equipment will be cleaned after each use
- When lifting a heavy item, have another person assist in lifting

## FOOD CONTACT SURFACE

- All food surfaces such as tables, equipment and utensils will be kept clean and sanitized after each use
- Hands will be kept clean and sanitary while preparing the food
- Use clean gloves when handling the food
- Throw away any food dropped on the floor



# COMMISSARY SAFETY

Workplace safety is crucial to commissary operations. Our employees are trained on the importance of maintaining safety within the warehouse or commissary office to prevent risks and hazards within pick-and-pack operations. We strive to continuously improve our occupational safety performance and promote sustainable practices that comply with all state and federal requirements.

## STANDARDS FOCUS ON:

- Slips, trips, and falls
- Warehouse safety
- Power equipment
- Ladder safety and inspection
- Carts and transporting
- Lifting and carrying techniques
- Chemical safety
- Quality assurance
- Using a fire extinguisher

Based on recognized global occupational safety standards and best practices, our vendor safety standards ensure products coming into the warehouse or correctional facility are appropriately received and managed, operations run smoothly, and our trained staff avoid risks. Accordingly, vendors must:

- Operate under general receiving standards as outlined in our Commissary Operations Guide
- Follow warehousing guidelines and occupational safety standards as outlined under the U.S. Department of Labor and OSHA
- Complete all appropriate processes and documentation before, during, and after a product is placed into inventory

After the product arrives from vendors, it must be received, unloaded, and placed into inventory. Aramark's Commissary Operations Guide establishes the proper procedures and documentation to ensure that product is kept safe, and our team follows the appropriate safety procedures:

- Trucks are secured in the loading platform and checked for insects, pests, or contaminated items before a product is unloaded
- Aramark staff checks to make sure the products they receive are what they ordered
- Receiving paperwork is completed by Aramark and the vendor
- Commissary staff enters inventory into the system
- Ongoing training is conducted, tracked, and enforced, and SAFE Briefs are shared with our staff by the commissary manager



# OCCUPATIONAL SAFETY

The health and safety standards and procedures we provide contain essential guidelines to help our employees work safely in any operating location and return home in the same condition in which they arrived.

## STANDARDS FOCUS ON:

- Asbestos management
- First aid and bloodborne pathogens
- Hazard communications
- Confined space entry
- Control of hazardous energy (lockout/tagout)
- Electrical and arc flash safety
- Fall protection
- Hazard communication
- Hearing conservation
- Hot work procedures
- Personal protective equipment and laceration prevention
- Powered industrial vehicles and service cart operations
- Respiratory protection
- Spill response



# ENVIRONMENTAL SAFETY

By focusing on several key environmental topics, we can help protect the environment, increase awareness, and maintain compliance.

## STANDARDS FOCUS ON:



### Air Quality

- Air Quality Management
- Refrigerant Management



### Chemical Handling Safety

- Community Right-to-Know
- PCB (polychlorinated biphenyls) Management
- Pesticides Management



### Oil and Grease

- Oil Management/SPCC Rule
- Waste Oil Management
- Spill Response



### Waste Management

- Universal Waste
- Hazardous Waste Management
- Medical



### Water Management

- Stormwater
- Wastewater (Direct and Indirect Discharge)
- Pool Water Standard Operating Procedures



### Storage Tanks

- Above and Underground

### *B.9 RECYCABLE REQUIREMENT*

We align our recycling efforts with Monterey County's existing program at all locations. Each program is tailored to your specific site, with respect to your municipal recycling infrastructure. Training on the importance of recycling and recycling protocols is made available to staff. We communicate to consumers by providing front-line teams with signage and marketing templates to support recycling efforts where relevant. Additional information is available in Section 9, Environmentally Friendly Practices.

### *B.10 ENERGY CONSERVATION REQUIREMENTS*



## EFFICIENT OPERATIONS

We implement practices to conserve natural resources and ensure operational efficiencies by operating buildings that are increasingly environmentally friendly, energy efficient, and healthy.

Working closely with our clients, we conserve energy and water through efficient operations fueled by the understanding that our day-to-day actions have an impact. Our choices have powerful consequences, and it is our responsibility to implement practices that conserve resources, ensure operational efficiencies, and provide healthy environments.



## ENERGY AND WATER CONSERVATION

We value and use energy- and water-management efforts to reduce consumption, preserve scarce resources, and reduce our contribution to greenhouse gas emissions and water shortages. We implement water recapture practices to reduce our overall environmental footprint whenever possible.

We complete the following to assist Monterey County in reducing its environmental impact:

- Provide off-hour and holiday energy-curtailment schedules for all dining operations
- Perform all required maintenance on kitchen equipment to ensure that it operates at its rated efficiency (such as monthly cleaning of refrigerator and freezer heat-transfer coils)
- Minimize lighting in the dining and serving areas during low-usage periods; this includes morning setup, between meals, and during evening cleaning
- Train all staff regarding techniques, procedures, policies, and ideas that contribute to energy- and water-conservation efficiencies
- Audit and inspect dining facilities to identify strategies in order to conserve resources
- Create standard operating procedures to minimize water consumption in all dining venues; this includes operating the dishwasher for full loads only and minimizing water use during food preparation and cleaning activities
- Implement energy- and water-conservation checklists in all dining facilities on a biannual basis

**MONTEREY COUNTY RFP#10788*****B.11 TECHNOLOGY***

As the current food and commissary partner for Monterey County, there will be no hardware or software installation requirements. Going forward, we will continue to work closely with the County if any technology updates or installations are required. As we have in the past, we will review any modifications and obtain the needed approvals before any changes are made.

We are committed to ensuring Monterey County staff are fully trained on all technology supporting our commissary operations. We will work closely with your team to provide training sessions related to our CORE banking technology along with kiosk and tablets. We all understand that technology changes and we will ensure your staff has the understanding and tools needed to manage all systems. Additionally, the following program will be offered to the County and focus on inmate training.



## SECTION 7

# FINANCIAL STABILITY

## MONTEREY COUNTY RFP#10788

Headquartered in Philadelphia, Aramark is a \$12.1 billion company composed of nearly 250,000 employees worldwide. We provide award-winning services to more than 450 state and municipal correctional institutions, healthcare institutions, universities and school districts, stadiums and arenas, and businesses in 19 countries around the world.

For over 80 years, Aramark has operated in the customer service business, growing relationships with thousands of clients in food, facility, and uniform services. In the several years prior to COVID-19, Aramark continued to grow across all of its business lines, including with significant acquisitions in 2018, and was able to reinvest its strong cash flows into growth-oriented areas of existing business. Like almost all companies, Aramark was impacted by COVID-19 in 2020 and 2021. However, because of its size and strength, Aramark was able to adjust to mitigate the effects of industry-wide supply chain disruptions, rely on strong buying power to moderate inflation impact, and adopt new strategies to deal with unprecedented challenges in the labor market. As a result of all of these initiatives, Aramark is confident that 2022 will see continued improvements that will allow it to further strengthen its 20+ year relationship with Monterey County.

## SALES AND NET INCOME

	2016	2017	2018	2019	2020	2021
<b>Sales</b>	14,415,829	14,604,412	15,789,633	16,227,341	12,829,559	12,095,965
<b>Expenses</b>	(13,669,515)	(13,796,355)	(14,963,496)	(15,336,182)	(13,094,478)	(11,904,521)
<b>Operating Income</b>	746,314	808,057	826,137	891,159	(264,919)	191,444
<b>Operating Margin</b>	5.2%	5.5%	5.2%	5.5%	-2.1%	1.6%
<b>Net Income (Attributable to Aramark stockholders)</b>	287,806	373,923	567,885	448,549	(461,529)	(90,833)
<b>Net Income Margin</b>	2.0%	2.6%	3.6%	2.8%	-3.6%	-0.8%



## SECTION 8

# **PROJECT EXPERIENCE & REFERENCES**

# KEY STAFF PERSONS

Aramark's management team supports every aspect of our operation, spanning more than 450 clients and over 45 years of partnership. From the front line to development and innovation, you can expect a dedicated team with local, regional, and corporate leadership that's plugged into your account.

Our team's experience and expertise remain unmatched in the industry to ensure your needs are addressed and we deliver on our commitments. Aramark's management team comprises leaders who will provide the ongoing resources necessary to manage the operation. The following is our customized staffing plan for Monterey County. Additionally, we provided profiles and resumes of personnel who will support the food service/commissary service operation at Monterey County.

## FUNCTIONAL SUPPORT

We invest heavily in the quality of our support resources—both systems and people—ensuring our team is on the cutting edge of leading trends and setting the industry standard. While we are rigid in our standards of quality and compliance, we remain flexible in applying our systems and programs to accommodate the needs of each facility. Our responsiveness is crucial in helping you maintain a safe and secure environment. Our people resources include experts and support in all key areas.

## SERVICE APPROACH

Providing the level of service needed to support the daily food service operations requires a dedicated and experienced team. During these times, most industries are struggling with acquiring and maintaining talented staff. Our team is led by District Manager Michael Maltese and Regional General Manager Hal Yasa. Our leadership team is dedicated to managing daily operations to ensure Operational Excellence in the most efficient manner.

In an effort to strengthen our client focus, we have enhanced our service delivery model by developing an Account Management program, which is focused on customer satisfaction and strategic planning. The role is filled by Gregory Thomas, who will work closely with our team on the ground and executive management to ensure Aramark delivers innovative programs, strategic planning, and service goals that align with Monterey County's objectives.

One key driver to strengthening our partnership is through the Client Business Review (CBR). These regularly scheduled meetings provide an opportunity for us to share and discuss upcoming innovations, and continually ensure we understand the County's evolving needs. They set a solid foundation with Monterey County and illustrate how we bring value to our partnership.

The Client Business Review (CBR) recaps the results of the past month and previews food service plans for the coming month. Each report is addressed to our direct liaison, with additional copies sent to key administrators selected by the County. Since this communication tool provides the key framework for us to jointly evaluate successes, challenges, decisions, and ideas for the Monterey County food and commissary service programs, we strongly believe the CBR process is most successful when discussed during a face-to-face meeting.

ARAMARK - MONTEREY COUNTY SHERIFF'S OFFICE EMPLOYEE SCHEDULE					
COMMISSARY					
Commissary Manager	10:00 AM - 8:00 PM				
Retail Sales - (Lead Worker )	8:30 AM - 4:30 PM				
Retail Sales Worker - Packer	8:30 AM - 4:30 PM				
Retail Sales Worker - Packer	8:30 AM - 4:30 PM				
Retail Sales Worker - Packer	8:30 AM - 4:30 PM				
Retail Sales Worker - Packer	8:30 AM - 4:30 PM				
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM				
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM				
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM				
Retail Sales Worker - Delivery	5:30 PM - 10:00 PM				

\* All scheduled times are flexible for all team members and will be adjusted according to facility/command needs/preferences

# YOUR MANAGEMENT TEAM

Our team will set your facility apart through frequent site visits and expert management in areas such as food service, marketing, financial planning, and technology to name a few.

**The regional team includes the following members:**



## DAVID LAURIA

### Regional Vice President

David directs unit operations in the West region to ensure customer satisfaction and meet program goals.



## CINDY IRIZARRY

### Director of Nutritional & Operational Support Services

Cindy is a registered dietitian who provides leadership in nutrition for the West Region and creates customized menu solutions that meet your needs related to special diets, supply chain management, and contract specifications.



## MICHAEL MALTESE

### District Manager

Michael serves as your go-to point of contact for support and program guidance.



## MICHAEL REGAN

### Regional Finance Director

Michael provides financial advice to the regional management team regarding existing business, forecasts, budgets, monthly operating results, and data interpretations.



### • HAL YASA

#### General Manager



### • MARCO DE LA ROSA

#### Food Service Director

Hal and Marco are your on-site contacts who plan, direct, and control your food and commissary service operations while overseeing compliance with necessary policies and standards.



## GREG THOMAS

### Director of Strategic Development

Greg maintains relationships with existing accounts in the West Region, and ensures your satisfaction with operations.



## ASHLEY BIGGS

### Human Resources Director

Ashley manages human resources' policies and procedures for the West Region.



## DAVID LAURIA

### REGIONAL VICE PRESIDENT

#### EXPERIENCE

2019-Present	<b>Aramark Correctional Services, LLC</b> Regional Vice President, West Region
2016-2019	<b>Aramark Correctional Services, LLC</b> Vice President of Operations
1997-2016	<b>La Grange and Louisville, KY</b> District Manager (Director of Operations)

#### EDUCATION

<b>University of Louisville, Louisville, KY</b>
Bachelor of Science in Organizational Leadership & Development
<b>Sullivan University, Louisville, KY</b>
Associates of Science in Business Management

## **MICHAEL MALTESE**

### **DISTRICT MANAGER**

#### **EXPERIENCE**

<b>2004-Present</b>	<b>Aramark Corporation</b>
2020-Present	District Manager, Correctional Services
2016-20	District Manager, Sports & Entertainment
2013-16	Director of Operational Support
2004-13	District Manager, Correctional Services
<b>1995-2004</b>	<b>Villa Nova Restaurant &amp; Banquets, IL</b>
	General Manager/Owner

#### **EDUCATION**

<b>1997</b>	<b>Lewis University, IL</b>
	Graduate Degree, Criminal/Social Justice
<b>1995</b>	<b>Southern Illinois University</b>
	Bachelor of Arts, Sociology

## HAL YASA

### REGIONAL GENERAL MANAGER

#### EXPERIENCE

2017-Present	<b>Aramark Correctional Services, LLC</b> Resident Manager, Alameda, CA
2017	<b>San Bernardino Sheriff's Department</b> General Manager
2015-17	<b>Santa Barbara Sheriff's Department</b> Food Service Director

#### EDUCATION

**Arizona State University, Tempe, AZ**  
B.S., General Business Administration

## MARCO A. DE LA ROSA

### FOOD SERVICE DIRECTOR

#### EXPERIENCE

2003-Present	<b>Aramark Correctional Services, LLC</b>
2020-Present	Food Service Director
2003-2020	Assistant Food Service Director
2017	<b>San Bernardino Sheriff's Department</b>
	General Manager
2000	<b>The Home Depot</b>
	Head of Department
1994-1999	<b>Soledad Hardware &amp; Lumber</b>
	Customer Service Associate

#### EDUCATION/CERTIFICATIONS

1988-1992	<b>Gonzales High School, Gonzales, California</b>
Current	<b>ServSafe Food Safety Certification</b>

## **GREG THOMAS**

### **DIRECTOR OF STRATEGIC DEVELOPMENT**

#### **EXPERIENCE**

<b>2019-Present</b>	<b>Aramark's Correctional Services, LLC</b> Director of Strategic Development
<b>2014-19</b>	<b>Colliers International</b> Director of Client Management
<b>2007-14</b>	<b>CBRE</b> Director of Portfolio Management, Facilities
<b>1997-2007</b>	<b>CIT Group</b> Manager of Service Operations

#### **EDUCATION**

<b>University of Memphis</b>
Economics

**CYNTHIA IRIZARRY, M.S., R.D., L.D.**  
**DIRECTOR, NUTRITION AND**  
**OPERATIONAL SUPPORT SERVICES**

**EXPERIENCE**

2005-Present	<b>Aramark's Correctional Services, LLC</b> Corporate Registered Dietitian Director, Nutrition and Operational Support services, West Region
2003-05	<b>Oak Forest Hospital, Illinois</b> Clinical Dietitian
1993-2003	<b>University of Illinois Hospital, Illinois</b> Bionutrition Research Manager
1990-93	<b>University of Chicago Hospital, Illinois</b> Renal Dietitian
1987-89	<b>Graduate Assistant</b> Drexel University, Philadelphia, Pennsylvania Northern Illinois University, DeKalb, Illinois

**EDUCATION**

1989	<b>Drexel University</b> Master of Science Human Nutrition
1985	<b>Valparaiso University</b> Bachelor of Science, Nutrition and Dietetics

**LICENSES/CERTIFICATES**

**Licensed Dietitian, State of Illinois**  
**Licensed Dietitian, State of Maryland**

## MICHAEL REGAN

### REGIONAL FINANCE DIRECTOR

#### EXPERIENCE

2019-Present	<b>Aramark Correctional Services</b> Regional Finance Director
2017-2019	<b>Aramark Business Dining</b> Senior Financial Analyst
2016-17	<b>Aramark Corporation</b> Financial Analyst

#### EDUCATION

2015	<b>Saint Joseph's University</b> Bachelor of Science in Business Administration
------	--

# ASHLEY BIGGS

## HUMAN RESOURCES DIRECTOR

### EXPERIENCE

2020-Present	<b>Aramark Correctional Services, LLC</b> Human Resources Director
2014-20	<b>Aramark</b> Senior Human Resources Manager
2016-19	<b>Aramark</b> Unit Human Resources Manager
2016-18	<b>Aramark</b> Human Resources Representative
2015-16	<b>Aramark</b> Talent Acquisition Specialist
2014-15	<b>Aramark</b> Human Resources Coordinator

### EDUCATION

2012	<b>Bethel University</b> Masters of Business Administration
2009	<b>Tennessee State University</b> Bachelors of Science, Physical Science

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# CLIENT EXPERIENCE

We are built on our reputation. Our clients' experience with Aramark is the best demonstration of our capabilities, service delivery, and true partnership. The perception of how well we listen and deliver for our customers serves as the foundation for a long-term relationship. The following provides a brief summary of just some of our success in managing large food and commissary operations.

- **CITY OF SANTA ANA, CALIFORNIA**—The City of Santa Ana is a 500-bed jail facility, which was looking to support inmate meals along with commissary service. One of the main requirements was to ensure all commissary operations were moved off site because of reduced space. Aramark proposed to move the commissary program off site to our San Bernardino warehouse. This would free up the on-site space for more productive usage and would allow us to offer a greater variety of products to the inmates. Aramark was awarded the opportunity and the program has become more efficient, security enhanced, and has resulted in increased commissary sales. Aramark has provided food service management to Santa Ana City Jail since 1997 and commissary service since 2012.
- **SAN BERNARDINO COUNTY**—Our clients at San Bernardino County were looking for a partner that is more responsive, offered technological advancements, and a better e-commerce platform. Aramark was awarded the business in 2017 and built a complete warehouse operation in Ontario, CA within two months, servicing four different jails of the Department, which house approximately 6,000 inmates. Currently, the facility also serves the 1,500-inmate Patton Hospital along with San Bernardino County Jails. Aramark has provided commissary service to San Bernardino since 2017.
- **SACRAMENTO COMMISSARY**—An off-site warehouse was built to serve Aramark's long-term partner Sacramento County with two different jail locations, housing approximately 4,000 inmates. Over time, this operation became an exemplary distribution location for Santa Clara County and Nevada County in addition to the Sacramento County locations. Aramark has served Sacramento County since 2000.
- **ARAPAHOE COUNTY, COLORADO**—Arapahoe County is a 1,400-bed jail facility, which was looking to support inmate meals, laundry, and commissary service. One of the underlying client requirements was focused on budget restraints along with ensuring strong service. Additionally, the client required that commissary operations be provided through an off-site facility. Aramark won this opportunity by providing an aggressive commission structure and an off-site model that assured timely delivery and response to any issues. Our focus was also centered around the right team on the ground to ensure an experienced staff focused on quality service.

“

The Aramark leadership team in Kansas is responsive to our requests and consistently support us during periods of increased security.”

— Keith Bradshaw, Executive Director, Contracts & Finance  
Kansas Department of Corrections

**SACRAMENTO COUNTY****SHERIFF'S DEPARTMENT****SCOTT R. JONES***Sheriff*

June 2, 2021

Elvis Lindsey  
Aramark General Manager West Region  
8331 Demetre Avenue  
Sacramento, CA. 95828

**ARAMARK CORRECTIONAL SERVICES**

To whom it may concern:

The Sacramento County Sheriff's Department has been utilizing Aramark as its commissary service and iCare provider at the Sacramento Main Jail and Rio Cosumnes Correctional Center since August 2000. Aramark is currently contracted through December 2021. Aramark has assisted us in implementing a complete commissary services program from their CORE Banking software, commissary delivery personnel and their partnership with GTL (TouchPay) for deposits to inmate accounts.

In the last year and a half, Aramark has helped our department integrate both phone ordering (via the inmate phones) and a tablet based ordering system. Both have performed well and have increased the efficiency of our operation. Despite a reduction in inmate population, we have seen an increase in commissary ordering due to the ease of use of these systems.

In addition to providing systems to make our commissary services run smoothly and efficiently, the customer support from our local Aramark warehouse has been excellent. They are responsive, timely and proactive, which has a tremendous, positive impact with the challenges we face.

I recommend Aramark for any facility offering commissary services. If you have any questions or concerns, please feel free to contact me at (916) 874-4770 or [tgill@sacsheriff.com](mailto:tgill@sacsheriff.com).

Very truly yours,

SCOTT R. JONES, SHERIFF

Handwritten signature of Scott R. Jones, Sheriff.

SRO II Thomas P. Gill  
Main Jail Division

TPG:tpg

REFER ALL CORRESPONDENCE TO: SACRAMENTO SHERIFF'S DEPARTMENT • 4500 ORANGE GROVE AVENUE • SACRAMENTO, CA 95841-4205



# Office of the Sheriff

Madera County

*Tyson J. Pogue, Sheriff-Coroner*

195 Tozer St.  
Madera, CA 93638  
Phone: (559) 675-7955  
Fax: (559) 675-7948  
E-Mail: [sheriff@madera-county.com](mailto:sheriff@madera-county.com)

Date: June 03, 2021

To: Whom It May Concern

Re: Letter of Recommendation

To Whom It May Concern:

I highly recommend the Services of ARAMARK for your food services and Commissary needs.

ARAMARK Corp has been providing excellent and accurate service for Madera County Department of Corrections for over 25 years. I personally have been dealing with ARAMARK Employees and Supervisors for my entire career her with Madera County Department of Corrections and now with Madera County Sheriff Office. ARAMARK has been very instrumental in sharing their knowledge and profession to ensure proper service and compliance with all requirements in the food service profession.

Aramark has always been responsive and has not failed any Madera County Health Department Inspections. Even during difficult construction projects, and security challenges. ARAMARK made the proper adjustments to get food delivered at the proper temperatures. Very good company to work with in our profession. Very responsive to correct any issues the department might be experiencing.

Sincerely,

Chief Manuel Perez  
Madera County Dept. of Corrections  
195 Tozer  
Madera Ca. 93638  
Tel: (559) 675-7951  
Fax: (559) 661-5130

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**MAYOR**  
Vicente Sarmiento  
**MAYOR PRO TEM**  
David Penalosa  
**COUNCILMEMBERS**  
Phil Bacerra  
Johnathan Ryan Hernandez  
Jessie Lopez  
Nelida Mendoza  
Thai Viet Phan



**CITY MANAGER**  
Kristine Ridge  
**CITY ATTORNEY**  
Sonia R. Carvalho  
**CLERK OF THE COUNCIL**  
Daisy Gomez

## CITY OF SANTA ANA

**POLICE DEPARTMENT**  
60 Civic Center Plaza • P.O. Box 1981  
Santa Ana, California 92702  
[www.santa-ana.org/pd](http://www.santa-ana.org/pd)

Date: June 4, 2021

Re: Letter of Recommendation

To Whom It May Concern:

This is a reference letter for Aramark Correctional Services. Aramark has been our inmate food and commissary service provider for over 20 years. Aramark also provides food services for our officers during normal business hours.

Aramark's ability to integrate with various vendors such as GTL, Touchpay and Core Banking makes our commissary and inmate phone services seamless and efficient.

Aramark is flexible and receptive to various changes and constraints in the Corrections field. Our partnership with Aramark is great with exceptional professionalism and great customer service.

If you have any questions, you can contact me at 714-245-8123

Respectfully Submitted,

A handwritten signature in blue ink that appears to read "Jaime Manriquez".

Jaime Manriquez  
Correctional Manager  
62 Civic Center Plaza  
Santa Ana, CA 92701  
714-245-8123

### SANTA ANA CITY COUNCIL

Vicente Sarmiento  
Mayor  
[vsarmiento@santa-ana.org](mailto:vsarmiento@santa-ana.org)

David Penalosa  
Mayor Pro Tem, Ward 2  
[dpenalosa@santa-ana.org](mailto:dpenalosa@santa-ana.org)

Thai Viet Phan  
Ward 1  
[tphan@santa-ana.org](mailto:tphan@santa-ana.org)

Jessie Lopez  
Ward 3  
[jessielopez@santa-ana.org](mailto:jessielopez@santa-ana.org)

Phil Bacerra  
Ward 4  
[pbacerra@santa-ana.org](mailto:pbacerra@santa-ana.org)

Johnathan Ryan Hernandez  
Ward 5  
[jryanhernandez@santa-ana.org](mailto:jryanhernandez@santa-ana.org)

Nelida Mendoza  
Ward 6  
[nmendoza@santa-ana.org](mailto:nmendoza@santa-ana.org)

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C.F. Bludworth Substation  
9481 Shanks Road  
Delhi, CA 95315  
Phone: (209)385-7660  
Fax: (209)669-7771

Animal Services Bureau  
2150 Shuttle Drive  
Atwater, CA 95301  
Phone: (209)385-7436  
Fax: (209)722-3627

Main Detention Facility  
700 W. 22<sup>nd</sup> Street  
Merced, CA 95340  
Phone: (209)385-7410  
Fax: (209)385-7489

# Merced County Sheriff's Office

**Vernon H. Warnke**

*Sheriff/Coroner*

**Corey M. Gibson**

*Undersheriff*

Sheriff's Administration

**700 W. 22<sup>nd</sup> Street • Merced, CA 95340**  
**Phone: (209) 385-7451 • Fax: (209) 385-7696**

Jess Bowling Substation  
445 "I" Street  
Los Banos, CA 93635  
Phone: (209)827-2110  
Fax: (209)827-1433

Coroner's Bureau  
455 E. 13<sup>th</sup> Street  
Merced, CA 95340  
Phone: (209)385-7369  
Fax: (209)725-3390

John Latorraca  
Correctional Center  
2584 W. Sandy Mush Road  
Merced, CA 95341  
Phone: (209)385-7575  
Fax: (209)725-3944

June 7<sup>th</sup>, 2021

To whom it may concern,

I am authoring this letter to inform you of our successful partnership with Aramark for our commissary services at our detention facilities in Merced County. I have been involved with the Corrections Bureau at the Merced County Sheriff's Office since 2019 from a long career in our Operations Bureau. During my time as a facility Lieutenant and now Captain in Corrections, Aramark has been our contracted commissary provider.

I am pleased with the level of service and availability of Aramark staff. Ted Hernandez, with Aramark is our regional manager and is a hands on, personable representative of their company who is mission oriented and a problem solver. We have relatively few issues as Aramark is responsive to not only our needs, but the needs of the inmates in the facilities. I feel as if our relationship with Aramark has been a collaboration versus a contracted service.

It is my hope to continue and if even possible, improve our level of services in our collaboration. If you have any questions regarding this vendor, do not hesitate to reach out. I have no stake in the Aramark Company, but rather an opinion as an administrative customer of the service they provide our inmates.

*Jeff Coburn*  
Captain  
Merced County Sheriff's Office  
209-385-7343  
Jeff.coburn@countyofmerced.com

PROTECTING MERCED COUNTY SINCE 1855 / EQUAL OPPORTUNITY EMPLOYER

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# REFERENCES

**Sacramento County Sheriff's Office**

12500 Bruceville Road  
Elk Grove, CA 95757  
Contact: Thomas Gill, Main Jail Division  
Phone: 916-874-4770  
Services Provided: Commissary, iCare, Property Management Software, Lobby Kiosks, and Intake Kiosks

**Madera County Dept. of Corrections**

195 Tozer Road  
Madera, CA 93638  
Contact: Chief Manuel Perez  
Phone: 559-675-7951  
Services Provided: Commissary and Food

**City of Santa Ana Police Department**

62 Civic Center Plaza  
Santa Ana, CA 92701  
Contact: Jaime Manriquez, Correctional Manager  
Phone: 714-245-8123  
Services Provided: Food and Commissary

**Merced County Sheriff's Office**

700 W. 22nd Street  
Merced, CA 95340  
Contact: Jeff Coburn, Captain  
Phone: 209-385-7451  
Services Provided: Commissary

**VIOLATIONS:**

Aramark's correctional services division from time to time may be a party to a claim incidental to the conduct of its business. Any such claims, individually or in the aggregate, are not material to Aramark's correctional services division's business, financial conditions, results of operations, cash flows, or its ability to perform. Aramark's correctional services division takes all reasonable efforts, whenever possible, to amicably resolve any disputes or conflicts rather than incurring the cost and distraction of litigation. Any material litigation would be disclosed in the filings of Aramark's correctional service's divisions parent company, Aramark, with the U.S. Securities & Exchange Commission, which can be found at sec.gov.



## SECTION 9

# **ENVIRONMENTALLY FRIENDLY PRACTICES**

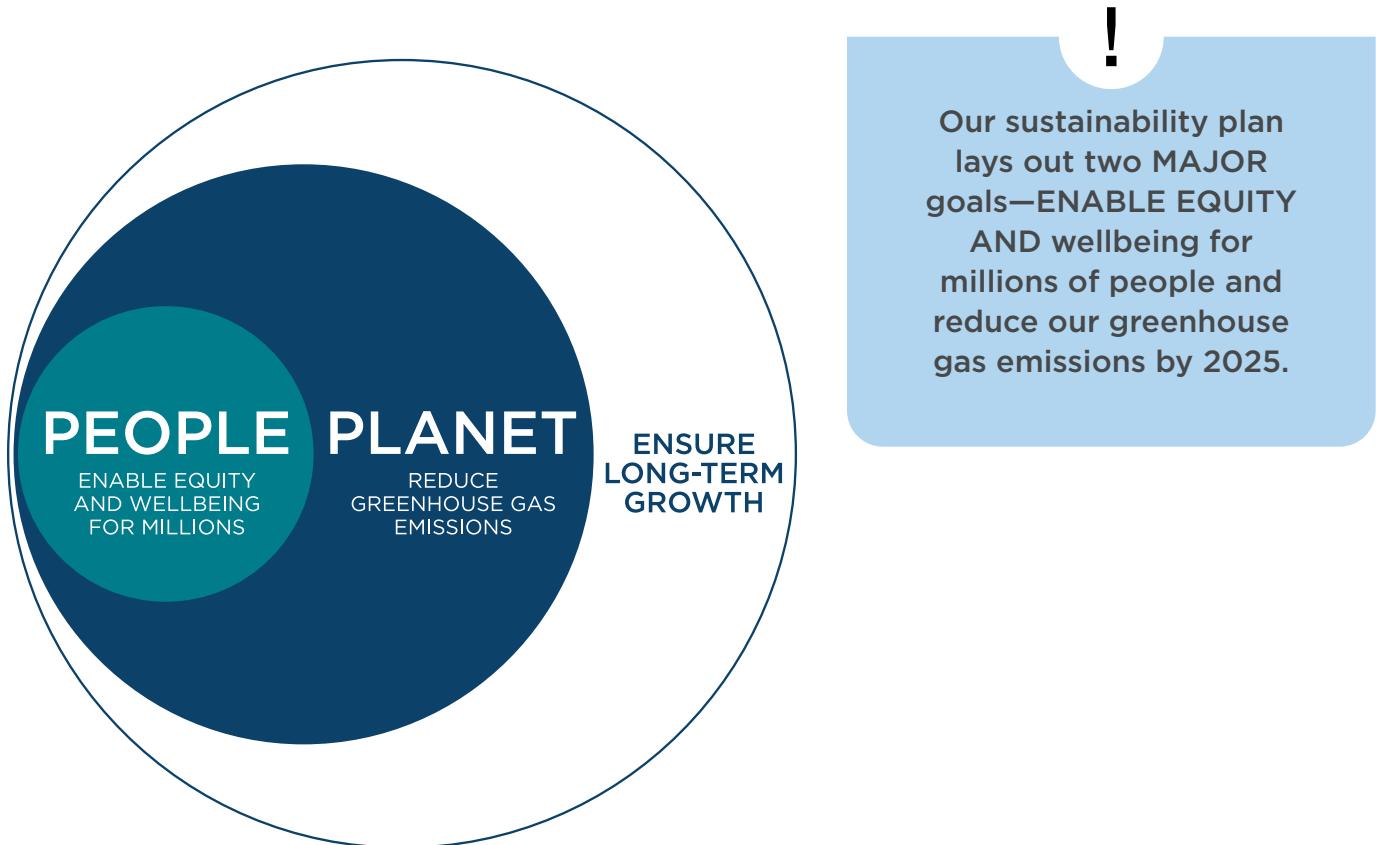
# Be Well. Do Well.®

Our purpose is simple—we are focused on making a positive impact on people and the planet. This purpose directly connects to our mission of enriching and nourishing lives. Our moniker—Be Well. Do Well.—underscores this commitment to reduce inequity, support and grow our communities, and protect our planet.

We are focused on key issues where we can advance sustainable practices in a meaningful way and make measurable progress. Our 2025 sustainability plan, Be Well. Do Well., covers two big goals—enable equity and wellbeing for millions of people and reduce our greenhouse gas emissions. Our goals are supported by eight priorities, which align with the Sustainable Development Goals set by the United Nations in 2015.

We have a long history of making a positive impact on the equity and wellbeing of people through many programs and practices focused on engaging employees, empowering consumers, building communities, and sourcing ethically and inclusively. Similarly, our commitment to minimizing our environmental impact has been demonstrated over the years through sourcing responsibly, operating efficiently, minimizing food waste, and reducing packaging.

Now, we're aligning our efforts to ensure healthy people and a healthy planet. By connecting the dots across our practices, we drive focus and deliver more meaningful impact. We will achieve our goals by continuing to successfully implement existing programs and adding new programs and partnerships that directly support our sustainability goals and priorities.



# OUR SUSTAINABILITY GOALS & PRIORITIES

We strive to create a better world by considering the company's environmental, economic, social, and ethical responsibilities. Our goal is to enable people to prosper on a healthy planet for generations to come while ensuring long-term growth for our business and our partners.

## OUR PRIORITIES ALIGN WITH BUSINESS OBJECTIVES



### PEOPLE

#### ENGAGE OUR EMPLOYEES

Engaging happy, safe, and more productive employees

#### BUILD LOCAL COMMUNITIES

Building healthier communities and increasing access to opportunities

#### EMPOWER HEALTHY CONSUMERS

Empowering millions to make healthier choices every day

#### SOURCE ETHICALLY & INCLUSIVELY

Partnering with small, diverse suppliers to drive customer satisfaction and local economic impact

### SOURCING RESPONSIBLY

Minimizing the impact to people, animals, and the environment through responsible purchasing

#### MINIMIZE FOOD WASTE

Committing to reducing food loss and waste 50% by 2030 across operations

#### OPERATE EFFICIENTLY

Working to conserve water and energy and improve operations for a healthier planet

#### REDUCE PACKAGING

Committing to significantly reducing single-use disposable plastics



# CREATING A BETTER WORLD FOR GENERATIONS TO COME

Since we launched Be Well. Do Well. in 2019, we've continued to evolve our strategy to address the most material issues, minimize risks, and act on opportunities. Now we're taking an even more holistic approach by simultaneously addressing the three core components of sustainability: environmental, social, and governance (ESG).

## SUSTAINABILITY BEGINS WITH INTEGRITY

Our commitment to sustainability, to doing the right thing always, begins with integrity. We are committed to conducting business according to the highest ethical standards and in compliance with the law. Our Business Conduct Policy (BCP) details our commitment to operating ethically and transparently. Annual training addresses anti-corruption, human rights and the workplace environment, accurate books and records, privacy and confidentiality, safety, and how to report potential BCP violations. Reports can be made anonymously, and Aramark also prohibits retaliation against people who report a suspected violation in good faith.

## SUSTAINABILITY GOVERNANCE

Aramark's Board of Directors and the Nominating, Governance and Corporate Responsibility Committee generally oversee the company's ESG goals and objectives, and support implementation of our ESG priorities. An important element of this is Aramark's 2025 sustainability plan, Be Well. Do Well. The chief diversity and sustainability officer, vice president of enterprise sustainability, vice president of diversity and inclusion, and other members of management report directly to the nominating committee at least two times per year and to the board once per year regarding key recommendations, progress, and outcomes related to our ESG goals.

Aramark's ESG strategy is overseen by our executive leadership team. Our ESG Steering Committee (SteerCo), including executive leaders from enterprise functional teams, is responsible for setting direction and driving accountability as we address material issues, work with key stakeholders, and measure and report our progress. Reporting to the SteerCo, Aramark's ESG Operating Committee (OpCo), a global cross-functional team, is responsible for implementing our sustainability plan, accelerating our initiatives, identifying significant emerging issues and risks, and driving measurable progress. Together, our teams scan the horizon for future challenges and opportunities to identify innovative ideas and drive continual performance improvements.

# Be Well. Do Well.®

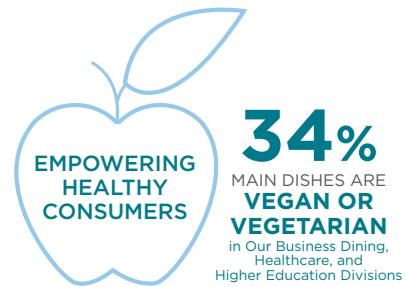
Our vision for the future focuses on positively impacting people and the planet as we serve our client partners, employees, shareholders, and other stakeholders. For each of our priority areas, we track a variety of metrics and strive for continuous improvement. **To learn more, visit [www.aramark.com/sustainability](http://www.aramark.com/sustainability) or join the conversation using #AramarkBeWellDoWell.**



Engaging safe and  
productive employees



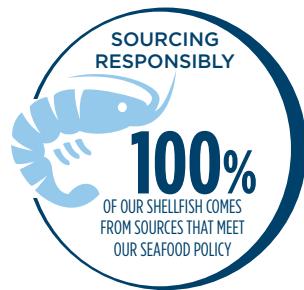
Building healthier communities  
and increasing access to  
opportunities



Empowering people to  
make healthier choices  
every day



Partnering with small,  
diverse suppliers to drive  
customer satisfaction and  
local economic impact



Minimizing the impact to  
people, animals and the  
environment



Conserving water,  
energy, and fuel



Reducing food loss and waste  
50% by 2030 across operations



Reducing single-use plastics  
globally by end of 2022



# SUSTAINABLE PROGRAMS, RESPONSIBLE PRACTICES

To make a positive environmental impact, we're focusing on climate change. Reducing greenhouse gas emissions is our top priority and this can be achieved across our operations, from the foods we serve to the vehicles we drive.

We've committed to reduce our greenhouse gas emissions by 15% by the end of 2025 (from our 2019 baseline) in the United States, thus decreasing our carbon footprint. Additionally, we've committed to set enterprise-wide science-based targets in line with the Science Based Targets Initiative's Net-Zero Standard.

## OUR GREEN THREAD COMMITMENTS

### MAKING A POSITIVE IMPACT ON THE PLANET

Green Thread is Aramark's ongoing commitment to reduce our environmental impact through responsible solutions and programs that enrich and support the natural environment. We promise to weave environmentally responsible principles and practices into everything we do, with an emphasis on responsible sourcing, efficient operations, waste minimization, and packaging reduction.

## OUR PARTNERS



THE HUMANE SOCIETY  
OF THE UNITED STATES



# OUR GOAL IS TO REDUCE OUR GREENHOUSE GAS EMISSIONS BY 2025

## WITH A FOCUS ON THESE FOUR AREAS:



RESPONSIBLE  
SOURCING



WASTE  
MINIMIZATION



EFFICIENT  
OPERATIONS



# RESPONSIBLE SOURCING

## PURCHASING POWERS THE PLANET

Aramark's purchasing decisions make a considerable impact on people, animals, and the environment. That is why it is so important to us, our clients, and consumers that we consider environmental and social impacts through our focus on sustainable sourcing.

Our long-standing commitment is demonstrated through our priorities and the progress we've made over the years in:



**LOCAL  
SOURCING**



**SUSTAINABLE  
FISHERIES**



**ANIMAL  
WELFARE**



**CLIMATE-HEALTHY  
EFFORTS**

## OUR ACTIONS

- We have adopted animal welfare principles and purchasing commitments that address a broad spectrum of issues impacting the treatment of animals for egg, pork, veal, beef, poultry, and dairy products.
- We've established sustainable seafood principles and sourcing practices that demonstrate our commitment to responsible sourcing for fresh, frozen, and shelf-stable seafood for both wild-caught and farm-raised products.
- We support farmers and fisheries, local communities, and economies by sourcing products locally.
- We provide a wide spectrum of responsibly sourced food products, such as Fair Trade-certified coffee and tea, and use environmentally preferable products, such as reusable or compostable to-go containers.
- We offer clients and customers fresh, safe, whole foods that are raised, grown, and harvested in a sustainable manner whenever possible.
- We implemented a No-Deforestation Policy as part of our commitment to reduce greenhouse gas emissions by 2025.

## BROAD IMPACT

- Ensure sustainable management and responsible use of natural resources.
- Support local economies and strengthen community-based suppliers.
- Support productive fisheries and responsible aquaculture.
- Foster humane and responsible care and treatment of farm animals.
- Support fair treatment of workers throughout the supply chain.
- Drive increased sourcing transparency throughout the supply chain.



## LOCAL SOURCING

Farm-to-fork programs are important because sourcing food from local suppliers supports the local and regional economy, delivers a fresher product to consumers, and can decrease various environmental impacts. At Aramark, we define locally sourced as grown, raised, or caught within 250 miles of the client's location. Whenever possible, we purchase products from small-scale, community-based producers that are independently or cooperatively owned enterprises.

Being closer to producers enables us to build menus that incorporate the use of fresh, seasonal, local products, and that drive customer satisfaction for Monterey County's students, staff, and the local economy.

We incorporate a comprehensive vendor screening process that, beyond looking for quality and safety, reviews where and how products are manufactured and procured.

## USING TECHNOLOGY IN PURCHASING WITH OPEN FIELDS

Consumers have increased interest in learning where their food comes from; how it was grown, raised, or caught; and the sustainable attributes it contains.

We work hard to stay abreast of the latest innovations and technologies to bring local and sustainable foods to our customers' tables whenever possible, and have leveraged innovative technology to help address client and consumer demand for transparency in the story of their food.

A partnership with a leading farm-to-plate technology platform MaetaData, formerly FarmLogix, enables us to further elevate local and sustainable food purchases through online local marketplaces and analytics by your location's definition of local, sustainable, and community support.



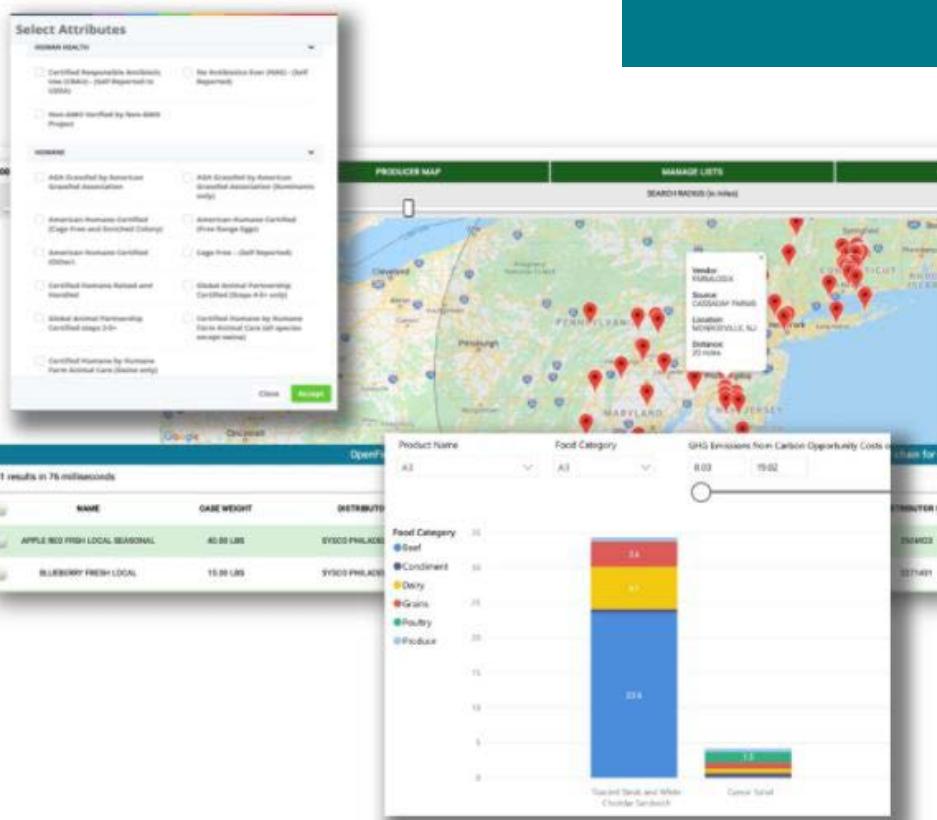
### REPORTING AND ANALYTICS PLATFORM INCLUDES:

- Product search and reporting by your location's definition of local
- Sustainable product attribution of your purchasing by 85+ attributes for sustainability
- Data aggregation of all your purchasing sources
- Data aggregation from all your sources with the ability to add additional local sources
- Online self-service reporting platform
- Pre-existing third party reporting templates to track program progress
- Sustainable purchasing management and benchmarking
- The ability to track community support of local businesses.

**Open Fields is now the industry's largest search engine for local and sustainable food.** With the Open Fields platform, Monterey County has immediate access to real-time reporting functions, with complete transparency to easily and accurately track local and sustainable food purchases.

## OPEN FIELDS CONSISTS OF A SUITE OF TOOLS WITH MULTIPLE CAPABILITIES. IT IS THE INDUSTRY'S FIRST:

- Technology platform that filters distributor inventory, inclusive of more than 85 sustainable attributes such as Seafood Watch® Best Choice or Good Alternative, Fair Trade USA certified, USDA Organic, and more
- Reporting and analytics engine that allows on-site Aramark managers to report on sustainable purchases at our client locations
- User-friendly technology of its kind that provides a convenient online reporting dashboard and is available across our college, business, and hospital client locations



## Other benefits to this best-in-class resource include:

- Significant cost savings to the consumer with Aramark's buying power
- Self-reporting capabilities
- High level of sustainability attributes
- Fully customizable ordering and tracking
- Access to the largest sustainability search engine in the industry

# SUSTAINABILITY AND TRANSPARENCY MATTERS TO CUSTOMERS

Open Fields delivers an unmatched level of capability and transparency in local purchasing and consumption:



## YOU DEFINE LOCAL

Ability to view local farms and suppliers within your custom mileage and/or state(s) radius



## MORE THAN 85 SUSTAINABLE ATTRIBUTES

Choose from more than 85 sustainable attributes to identify and select products that matter to your institution the most



## TRANSPARENCY

Best-in-class transparency and accurate, timely sustainability reports, eliminating manual tracking of receipts/invoices



## YOU DEFINE LOCAL

Our client partners define “local” as by state, a collection of states, a mileage radius, or a custom combination. We provide you the option to define local based on the mileage radius or geography you choose. The Open Fields portal will show you farmers and producers within the parameters you select. Available in 2022 is the ability to add local community support to your reporting.



## CHOOSE FROM MORE THAN 85 SUSTAINABLE ATTRIBUTES WITH OPEN FIELDS



### SUSTAINABLE THIRD-PARTY PROGRAMS

- Healthcare without Harm
- Real Food Challenge
- AASHE STARS



### ECOLOGICALLY SOUND

- Certified Organic
- Marine Stewardship Council
- Rainforest Alliance Certified
- SeaChoice Green
- Food Alliance Certified
- Salmon Safe Certified
- Monterey Bay Aquarium Seafood Watch



### FAIR TRADE

- Fair Trade Certified
- Rainforest Alliance Certified



### HUMANE

- American Humane Certified
- Animal Welfare Approved
- AGA Certified Grassfed
- Global Animal Partnership



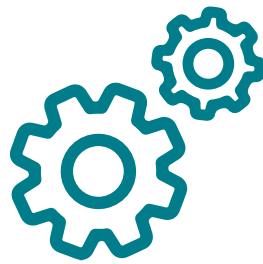
### DIETARY ATTRIBUTES

- Vegetarian
- Vegan
- Gluten-Free
- Kosher
- Halal



### OTHER SUSTAINABLE ATTRIBUTES

- Minority Business Enterprise/Women's Business Enterprise
- Cage-Free, not AHC Certified
- Non-GMO Verified
- Raised without Antibiotics (RWA)
- Certified Responsible Antibiotic Use (CRAU)
- No Antibiotics Ever (NAE)



# EFFICIENT OPERATIONS

## CREATING

## HEALTHIER ENVIRONMENTS

We implement practices to conserve natural resources and ensure operational efficiencies by operating buildings that are increasingly environmentally friendly, energy efficient, and healthy.

Working closely with our clients, we conserve energy and water through efficient operations fueled by the understanding that our day-to-day actions have an impact and our choices have powerful consequences.

### EFFICIENT OPERATIONS

## GO WELL BEYOND CONSERVATION:

### WATER-SAVING PROGRAMS



We carefully consider the design and implementation of conservation plans and install water-saving hardware and fittings like low-flow bathroom and kitchen fixtures.

### ENERGY CONSERVATION



We work hard to promote efficiency in our own buildings, while lending our skills and expertise to our clients to help them manage energy use in their facilities.

### ENVIRONMENTALLY FRIENDLY CLEANING SOLUTIONS



We use electrically activated or ionized tap water to safely clean or sanitize surfaces as well as hard floors and carpets without the use of harsh chemicals.

# CLEAN AND GREEN

We provide products that meet the nationally recognized Green Seal standard for chemical products. It is part of our commitment to create and operate spaces that are increasingly environmentally friendly, efficient, and healthy for those who use them. Maintaining this environment is part of providing service excellence.



## GREEN SEAL CERTIFIED

Green Seal is an independent, nonprofit organization recognized by industry and government as one of the leading developers of standards for sustainable chemical products. Currently, we have solutions across seven Green Seal categories, including:

- Glass cleaners
- Carpet care products
- Bathroom cleaners
- Floor finishes
- General purpose cleaners
- Floor strippers

## GREEN RESTAURANT® ASSOCIATION CERTIFIED

We are proud to operate many Green Restaurant Association (GRA)-certified cafés. The GRA has been certifying restaurants for the past two decades. The GRA provides a comprehensive and user-friendly method for existing restaurants and food service operations, new builds, and events. The turnkey certification system makes it easy to become more environmentally sustainable in a profitable manner.

## LEADERSHIP IN ENERGY & ENVIRONMENTAL DESIGN® CERTIFIED

LEED is a portfolio of voluntary rating systems established by the U.S. Green Building Council. Aramark has helped major institutions achieve LEED certification; LEED equivalency; and the design, construction, and operational assurance of high-performance buildings. As a certified member of the U.S. Green Building Council, we strive to promote the design, construction, and operation of buildings that are environmentally responsible and healthy places to work.

We embrace the ideals, in concept and practice, of the design, construction, and operation of high-performance buildings. These initiatives not only continue to add a high degree of transparency to an organization's stewardship efforts but also offer the opportunity to earn points toward LEED certification.

We typically achieve greenhouse gas reductions of greater than 25% (compared to conventional construction). Aramark's Engineering and Asset Solutions (EAS) team encompasses registered architects, professional engineers, and LEED-accredited professionals to ensure delivery of high-performance and operationally sound facilities.



## FLEET MANAGEMENT

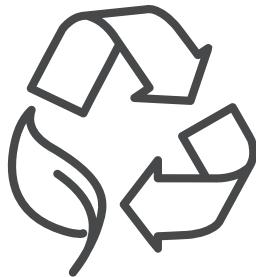
Transportation provides a vital circulation system that enables delivery of the highest-quality product and service.

With our vehicle fleet of thousands, we recognize the necessity to minimize our environmental impact. We work to reduce the use of fossil fuels and generation of emissions by developing and implementing innovative solutions.

We work directly with manufacturers to implement the latest environmentally efficient technology for our fleet vehicles and use alternative-fuel vehicles when possible.

We monitor our vehicles' performance through advanced maintenance diagnostics, allowing our fleet operators to significantly reduce fuel consumption.

Through our route-optimization program, we reduce miles, fuel, and emissions with GPS and routing software to map out the most efficient travel routes.



# WASTE MINIMIZATION

## AN ALIGNED APPROACH TO WIPING OUT WASTE

We drive waste minimization by focusing on reducing, reusing, and recycling food and other waste. Our approach is aligned to the Environmental Protection Agency (EPA) food recovery hierarchy. We work to continuously minimize our footprint through our waste reduction efforts.

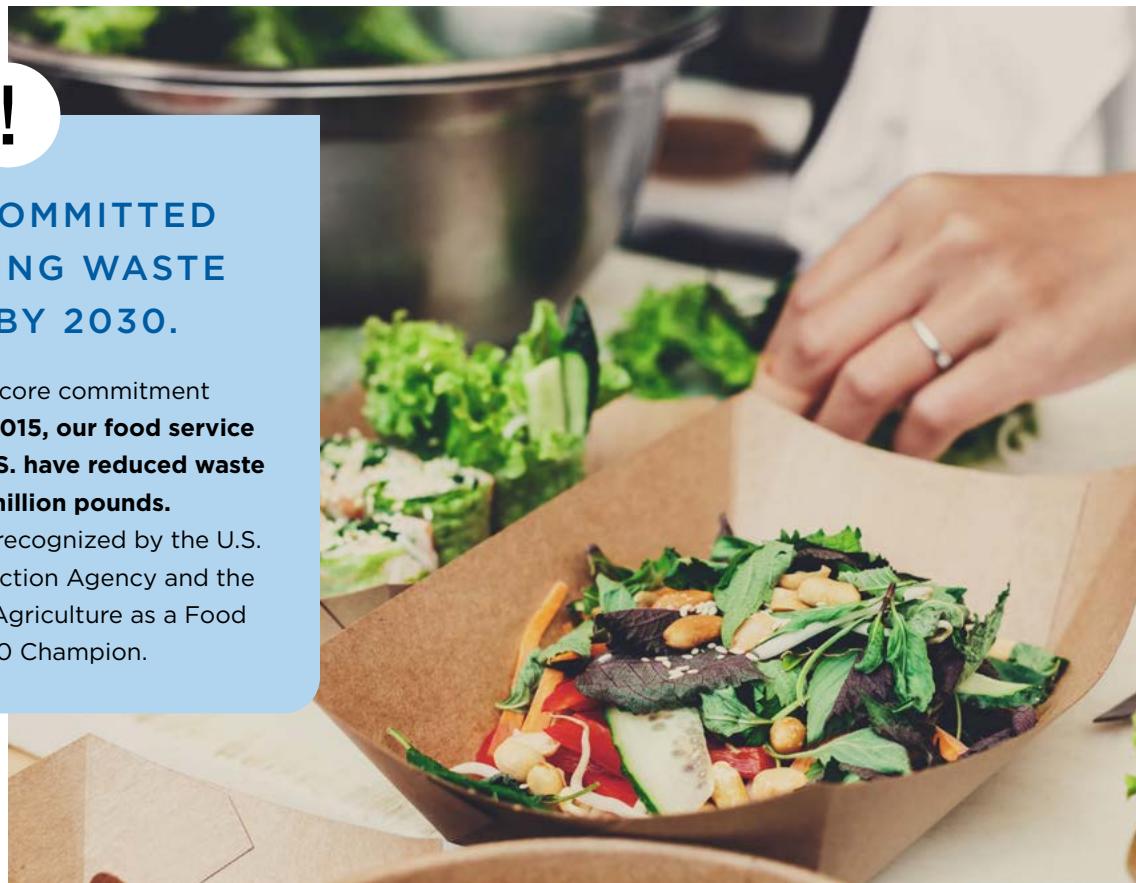
Our efficient, enterprise Food Management Production Process and Standards is broken into five modules—planning, product, production, portion, and post-analysis—each containing a complete set of standard operating activities. Through a “one best way” food production process, we can increase the social and economic impact of our food operations, providing safe, high-quality food produced consistently and efficiently with predictable and repeatable results.



**WE ARE COMMITTED  
TO REDUCING WASTE  
BY 50% BY 2030.**

Reducing waste is a core commitment for Aramark. **Since 2015, our food service operations in the U.S. have reduced waste over 25%, or by 15 million pounds.**

We are proud to be recognized by the U.S. Environmental Protection Agency and the U.S. Department of Agriculture as a Food Loss and Waste 2030 Champion.





## SOURCE REDUCTION

We minimize waste before it's generated through operational practices and employee engagement by implementing our food management practices and regularly monitoring food waste.



## RECYCLING

We align our recycling efforts with Monterey County's existing program at all locations. Each program is tailored to your specific site, with respect to your municipal recycling infrastructure. Training on the importance of recycling and recycling protocols are made available to staff. We communicate to consumers by providing front-line teams with signage and marketing templates to support recycling efforts where relevant.



## COMPOSTING

Many of our accounts have composting programs to further divert waste from landfills. Within the first six months of operation, we conduct a comprehensive waste audit to quantify the organic waste stream. Given the projected quantities of organic waste, we explore on-site and off-site solutions and determine the best and most cost-effective program.

## FOOD DONATIONS

At times and during unique operating circumstances, such as a canceled catering event or shutdown due to unexpected weather event, there may be a need for an environmentally and socially responsible alternative to disposing of edible food waste. Aramark's Food Donation Program details the required process to donate surplus food when appropriate. We donate safe, surplus food to those in need through our partnership with Food Donation Connection (FDC). The FDC allows food service providers like us to donate unused, unserved food to deserving nonprofit organizations and hunger relief agencies in your community. FDC supports and trains location management, provides tracking reports on donations, and offers packaging, labeling, and storage supplies.



## SECTION 10

# **EXCEPTIONS**

Aramark has no exceptions. However, we would like to submit the following contract considerations:

## EXHIBIT A

### CONTRACT CONSIDERATIONS

Aramark Correctional Services, LLC ("Aramark") is excited by the privileged prospect of continuing to provide food and commissary services to the County. In the development of every partnership, there are topics of a legal and contractual nature that warrant discussion and clarification by all parties. We respectfully request that the County review the following contract considerations and concerns. In the event that Aramark is the successful bidder, we look forward to working closely with the County to finalize a mutually beneficial agreement in an expeditious manner. In particular, Aramark and the County have built a successful partnership over many years under our current agreement. As such, Aramark respectfully requests that the County considers aligning any resulting agreement with our current agreement, and in particular with regard to the following provisions that appear in our current agreement:

- 1. TERMINATION:** Per Section 3.3 of the current agreement, termination for cause with thirty (30) days' written notice.
- 2. MATERIAL ADVERSE CHANGE:** The financial arrangements in this AGREEMENT are based on conditions existing as of the date the AGREEMENT is executed including any representations regarding existing and future conditions made by County in connection with the negotiation and execution of this AGREEMENT. If such conditions change due to causes beyond CONTRACTOR'S control, including, but not limited to, a change in the scope of CONTRACTOR'S services; menu changes; a decrease in the Facility's inmate population or the availability of inmate labor; efforts to organize labor; increases in food, fuel, equipment, utilities, and supply costs; federal, state, and local sales, and other taxes and other operation costs; a change in federal, state, and local standards, requirements recommendations, and regulations including any applicable child nutrition programs; or other unforeseen external market conditions outside CONTRACTOR'S control, then CONTRACTOR shall give County written notice of such increase or change, and within thirty (30) calendar days after such notice, CONTRACTOR and County shall mutually agree upon modification(s) to offset the impact of the increase or change, which modifications may include any or a combination of the following: an adjustment to CONTRACTOR'S price per meal or commission, modifications to the menu or product offerings, changes to product pricing, or modifications to CONTRACTOR'S scope of services.
- 3. PRICE ADJUSTMENTS (FOOD):** Per meal prices for each subsequent 12-month period shall be increased on each anniversary of the AGREEMENT by an amount to be mutually agreed upon; provided, however, that in the event no agreement is reached with respect to such increase, per meal prices shall be increased as further set forth below by the yearly percentage change in the Consumer Price Index, All Urban Consumers, U.S. City Average ("CPI-U"), published by the U.S. Department of Labor. The period for determining CPI-U increases shall be January of the immediately preceding year to January of the then-current year (the "Base Period").



## SECTION 11

# APPENDIX



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## ***Sample Certificate of Insurance – Cover Page***

Enclosed is a sample certificate of insurance indicating Aramark's coverage. Aramark maintains a complex commercial insurance program offering coverage that is often broader than what is available to the general market. Below are some clarifications that we wish to make regarding how our program functions to address your requirements. We encourage you to express any concerns so that we can appropriately address them in connection with finalizing our definitive agreement, if we are awarded.

### **Clarifications on Insurance coverage:**

- Client will be included as an Additional Insured on certificates evidencing required liability insurance policies upon contract award.
- Notice of cancellation of any insurance policies required herein shall be subject to ACORD 25 Certificate of Liability standards, and will be delivered, as applicable, in accordance with policy provisions.
- Aramark's commercial general liability and auto liability insurance coverages will be primary and not contributing for liabilities arising out of Aramark's negligent acts and omissions or assumed by Aramark by agreement.
- Copies of Aramark's policies cannot be distributed outside of the company. Certificates evidencing all required policies will be provided upon execution of an agreement and upon request thereafter.
- Aramark reserves the right to determine, at its sole discretion, its own confidential deductibles and self-insured retentions.
- Any insurance provided by Aramark (Additional Insured or Otherwise) shall only cover losses for which Aramark is legally liable; such insurance coverage shall not cover liability in connection with or arising out of the wrongful or negligent acts or omissions of Client.
- Aramark reserves the right, at its sole discretion, to use any form or manuscript insurance policy or endorsement that will appropriately cover risks of loss.
- Aramark's insurers will be reasonably acceptable to Client.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
09/16/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERs NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis Towers Watson Northeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: Willis Towers Watson Certificate Center	
	PHONE (A/C, No, Ext): 1-877-945-7378	FAX (A/C, No): 1-888-467-2378
INSURED Aramark Services, Inc. Its Divisions & Subsidiaries Global Risk Management, 6th Floor 2400 Market Street Philadelphia, PA 19103	E-MAIL ADDRESS: certificates@willis.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: ACE American Insurance Company	22667
	INSURER B: Indemnity Insurance Company of North America	43575
	INSURER C:	
	INSURER D:	
	INSURER E:	
INSURER F:		

COVERAGES CERTIFICATE NUMBER: W22074167 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			HDO G72494039	10/01/2021	10/01/2022	EACH OCCURRENCE	\$ 2,000,000	
	<input checked="" type="checkbox"/> Liquor Liability						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ Included	
	<input checked="" type="checkbox"/> Vendors Liability						MED EXP (Any one person)	\$ 5,000	
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY	\$ 2,000,000	
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO- JECT <input type="checkbox"/> LOC						GENERAL AGGREGATE	\$ Unlimited	
<input checked="" type="checkbox"/> OTHER: N/A	PRODUCTS - COMP/OP AGG	\$ Unlimited							
		\$							
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO			ISA H25556550	10/01/2021	10/01/2022	COMBINED SINGLE LIMIT (Ea accident)	\$ 2,000,000	
	<input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per person)	\$	
	<input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY						BODILY INJURY (Per accident)	\$	
							PROPERTY DAMAGE (Per accident)	\$	
							\$	\$	
	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR					EACH OCCURRENCE	\$		
	<input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE					AGGREGATE	\$		
	<input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						\$		
							\$		
							\$		
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N <input checked="" type="checkbox"/> No	N / A	WLR C67818830	10/01/2021	10/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH- ER		
							E.L. EACH ACCIDENT	\$ 2,000,000	
							E.L. DISEASE - EA EMPLOYEE	\$ 2,000,000	
							E.L. DISEASE - POLICY LIMIT	\$ 2,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

SAMPLE CERTIFICATE - EVIDENCE OF INSURANCE

General Liability and Auto Liability policies are non-cancellable. Workers' Compensation notices of cancellation are in accordance with each state law. Products/Completed Operations and Contractual Liability are included under General Liability. Self-Insured for Auto Physical Damage.

## CERTIFICATE HOLDER

## CANCELLATION

Sample Certificate of Insurance Upon execution of a written agreement, a certificate will be issued in compliance with mutually acceptable insurance requirements.	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE  <i>Melissa M. Wiersch</i>

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AGENCY CUSTOMER ID: \_\_\_\_\_  
LOC #: \_\_\_\_\_

## ADDITIONAL REMARKS SCHEDULE

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AGENCY Willis Towers Watson Northeast, Inc.	NAMED INSURED Aramark Services, Inc. Its Divisions & Subsidiaries Global Risk Management, 6th Floor 2400 Market Street Philadelphia, PA 19103	
POLICY NUMBER See Page 1		
CARRIER See Page 1	NAIC CODE See Page 1	EFFECTIVE DATE: See Page 1

## ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Additional insured and waiver of subrogation wording can be included upon execution of a written agreement in which this is an agreed upon requirement.



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"We developed our IN2WORK vocational program with the goal of **reducing recidivism** through both education and employment. And **that's why we continue to invest and drive innovation around IN2WORK**: because it aligns with our values."

— John Zillmer  
CEO, Aramark

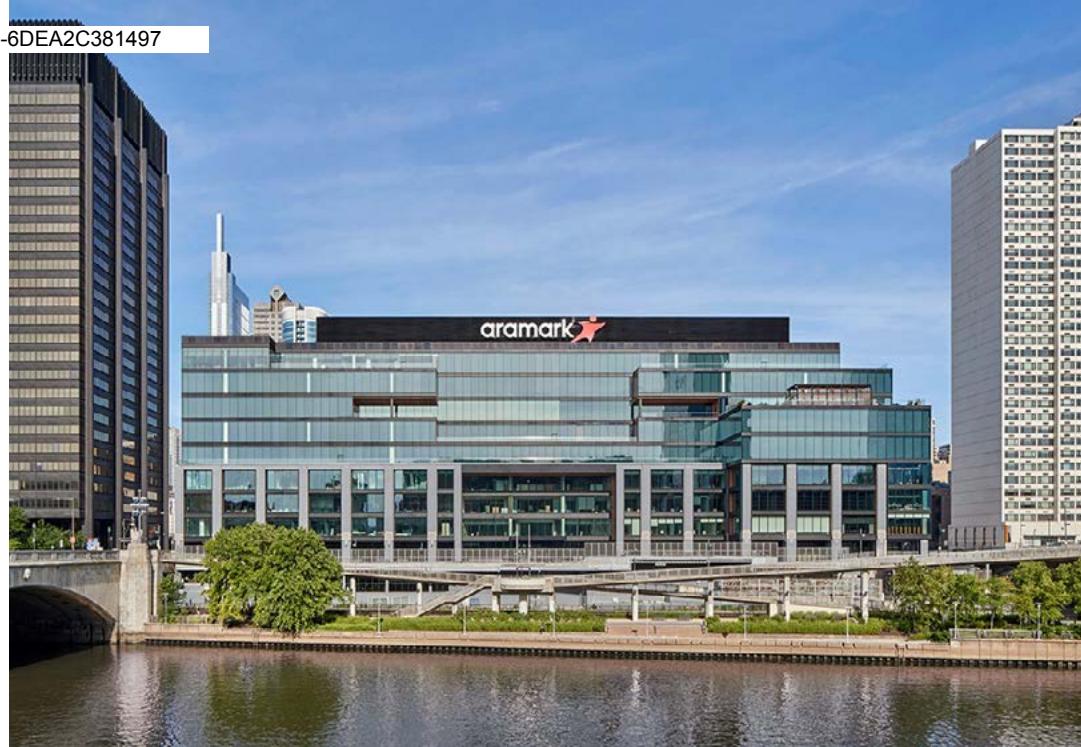
## OUR **STORY**

An Aramark day begins the same way, every day, all over the world. It's a quest for excellence that involves two elements: people with a strong sense of pride in their work and an organization dedicated to getting it right.

This quest, while simple in intent, is complex in execution. It's as simple as caring for the needs of our customers—making sure that the moment of truth is a moment to remember. It's complex, because we do it a million times a day all over the world and to get it right we have to understand the emerging trends of a generation as well as the preferences of a single customer.

We find creative solutions to today's unexpected challenges and marry them with time-tested practices. Working in partnership with Monterey County, we focus on being highly responsive to your changing needs.

At Aramark, innovation is what we bring to the everyday. Passion is at the heart of our process, and pride is what defines our people.



## A LEGACY OF EXCEPTIONAL SERVICE

Aramark (NYSE: ARMK) proudly serves the world's leading Fortune 500 companies, world champion sports teams, prominent healthcare providers, iconic destinations and cultural attractions, and numerous municipalities in 19 countries around the world. Our 248,000 team members create experiences that matter in food, facilities management, and uniforms to millions of people every day.

We strive to create a better world by making a positive impact on people and the planet, including commitments to engage our employees; empower healthy consumers; build local communities; source ethically, inclusively, and responsibly; operate efficiently; and reduce waste.

Aramark is recognized as a Best Place to Work by the Human Rights Campaign, DiversityInc, Black Enterprise and the Disability Equality Index. Learn more at [www.aramark.com](http://www.aramark.com) or connect with us on Facebook and Twitter.



# PARTNERSHIPS



AMERICAN CORRECTIONAL  
ASSOCIATION (SINCE 1979)



ASSOCIATION OF  
CORRECTIONAL FOOD  
SERVICE AFFILIATES (1979)



NATIONAL SHERIFF'S  
ASSOCIATION (1980)



AMERICAN JAIL  
ASSOCIATION (1981)



NATIONAL  
CORRECTIONAL  
INDUSTRIES  
ASSOCIATION

NATIONAL CORRECTIONAL  
INDUSTRIES ASSOCIATION  
(2006)



NATIONAL JUVENILE  
DETENTION ASSOCIATION  
(1995)

In addition to conducting industry research, these partnerships support our mutual goals of maintaining a safe and secure environment through food safety standards, education, and programming for inmates, and recruitment and retention of officers. Armed with this knowledge, Aramark continuously develops programming to help clients manage these critical issues and identifies opportunities to leverage our core competencies to help our clients.

# DEDICATED TO DIVERSITY COMMITTED TO COMMUNITY

Diverse perspectives accelerate innovation and provide deeper understanding and connectivity.

It is our core value of integrity and respect always that drives us to constantly seek to be a company where the best people want to work—people from all backgrounds, perspectives, and experiences. Composed of more than 248,000 people from around the world, our workforce brings individual experiences and perspectives that enable us to communicate with the people of Monterey County.

## OUR APPROACH: REACH FOR REMARKABLE

At Aramark we engage a diverse workforce and enable an inclusive workplace to drive innovation and create a sustainable competitive advantage in a dynamic global marketplace.



### CULTURE

Maintain a workplace culture that values and leverages differences and similarities.



### COMMUNITY

Create client and consumer value by partnering with diverse suppliers, engaging with the community, and delivering culturally relevant products and services.



### RECOGNITION

Show appreciation to the workforce with a dedicated system of rewards and acknowledgment.

# SUSTAINABILITY PLAN

## Be Well. Do Well.®

### PRIORITIES AND PROGRESS

Our vision for the future focuses on positively impacting people and planet as we serve our client partners, employees, shareholders, and other stakeholders. For each of our priority areas, we track a variety of metrics, and strive for continuous improvement. **To learn more, visit [www.aramark.com/sustainability](http://www.aramark.com/sustainability).**

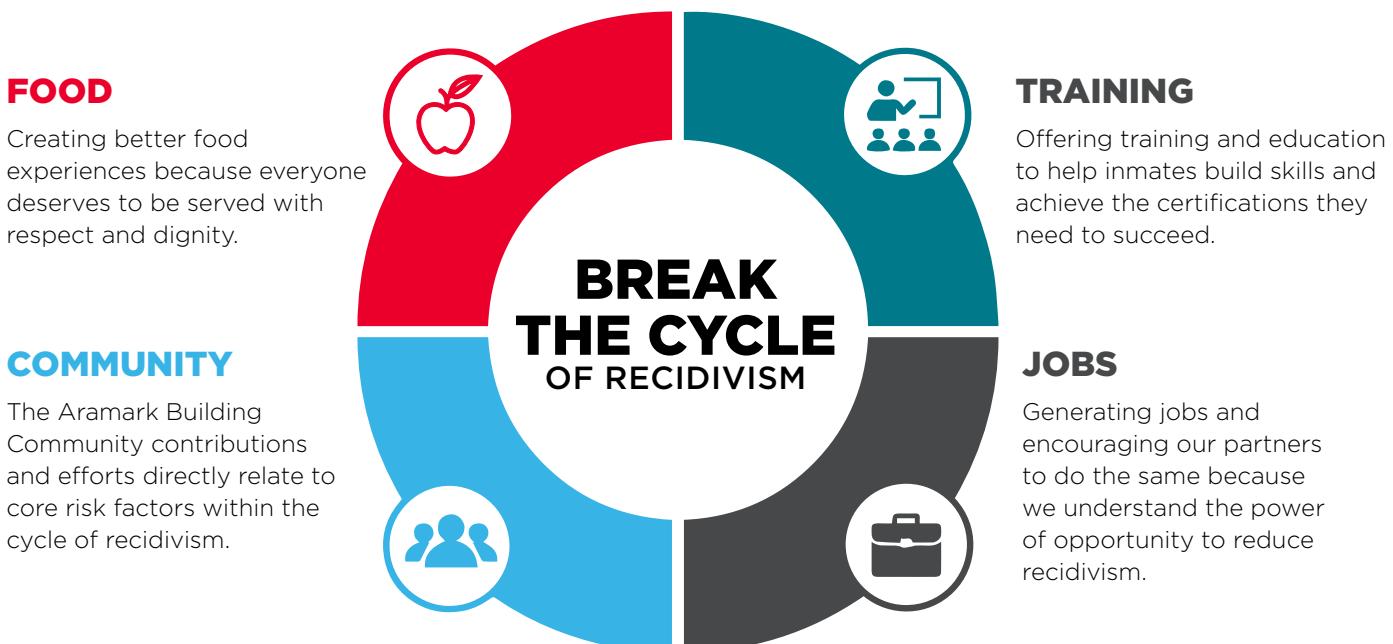


## BREAK THE CYCLE

Aramark is **building a path for second chances**.

Aramark is **committed to break the cycle of recidivism**.

We use our strength to create opportunity by **providing returning citizens a second chance** and uniquely positioned to playing a role in **reducing the rate of recidivism across our four key pillars**.



# FOCUS : FORWARD

As leaders in the corrections industry with an innate understanding of what it takes to succeed, Aramark focuses on being a responsive partner with a proactive approach. Together, we will achieve innovative solutions to move Monterey County and the industry forward.



INNOVATIVE  
SOLUTIONS



SAFETY AND  
SANITATION



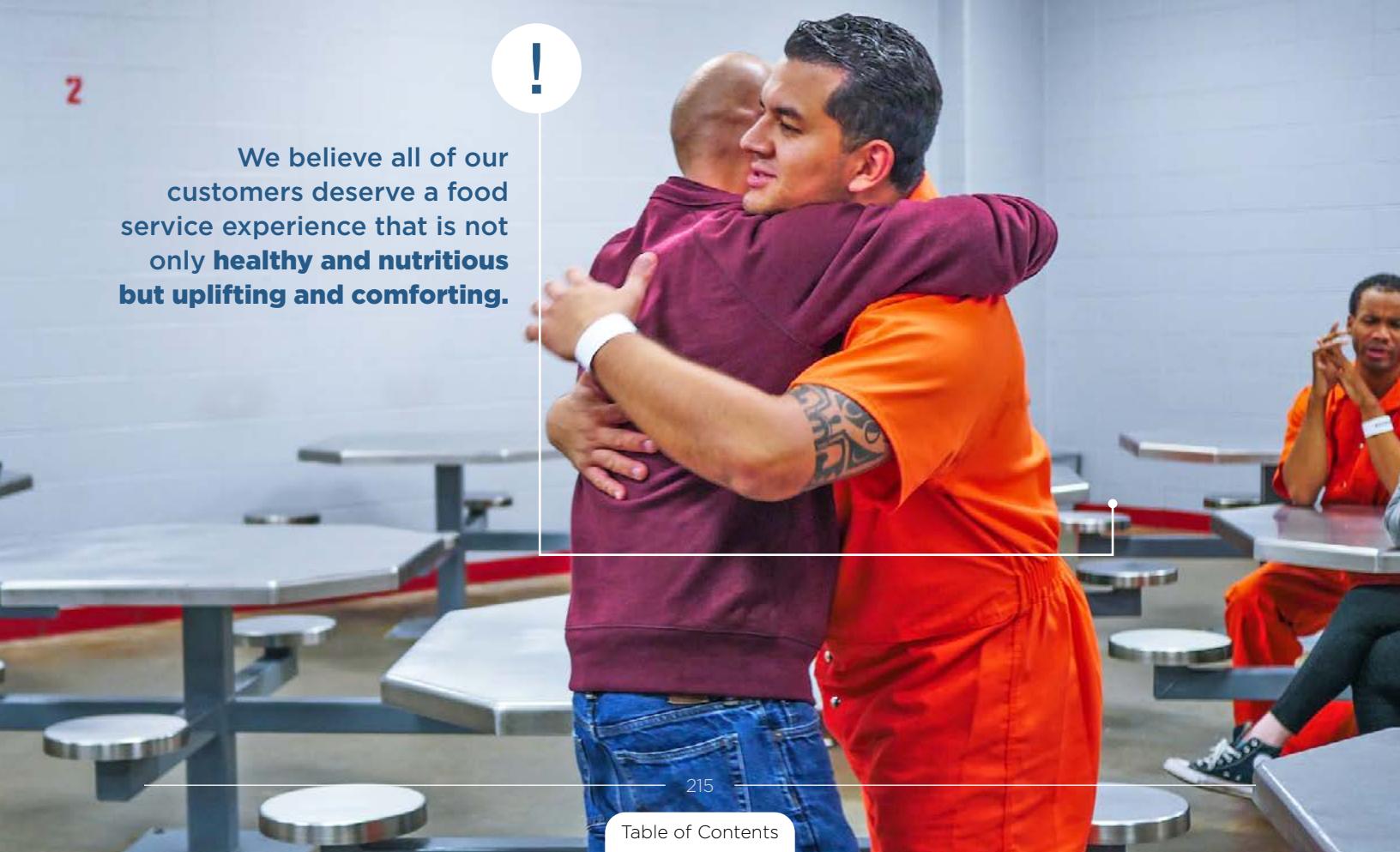
EXCELLENT  
SERVICE

## OUR COMMITMENT TO YOU

We will work with Monterey County to create a custom program meeting all national and California standards while exceeding your expectations. Along with our passion for safety and sanitation that can be seen in our sanitation plan and Safety Awareness Program, we promise to provide accurate meal and commissary services. Your one best team will receive ongoing training and our programs will be continually tested and inspected to ensure excellent service.

!

We believe all of our customers deserve a food service experience that is not only **healthy and nutritious** but **uplifting and comforting**.



“

**As a provider in corrections, we have the opportunity to change lives, and we take that responsibility very seriously. We see the impact on an individual's future in our clients' facilities every day, by recognizing their potential and using food as a tool to realize it. A thoughtful, culinary approach, a means to maintain family connections, and rehabilitative programming sets these folks up for success once they are released, and I am happy we can positively influence their journey.”**

**— Tim Bartrum**

President and CEO  
Aramark Correctional Services



Tim is keenly interested in maximizing the performance of our operation and strives to deliver operational excellence at all the correctional facilities we serve. He has also held the positions of Regional Director of State Systems, Vice President of Business Development, and Vice President of Growth. Tim focuses on retaining existing clients, growing our division, supporting our team, and locating and maintaining the best team of talent available to serve our customers.

## WHAT WE DO + WHY IT MATTERS

We identify your needs and goals to create an informed and tailored food and commissary service solution using our expertise. Our commitment to being at the forefront of redefining corrections service starts with an insights-driven approach coupled with an in-house team of experts in culinary, programming, retail, commissary, operational efficiencies, and best practices.

Our team does not only provide food and products, but we look for opportunities to innovate the best possible versions of food-based programs, branded product sourcing, kitchen optimization, and commissary delivery. We ensure a connected and consistent experience for all, from administrators, officers, and staff to inmates and visitors. The result is a strategy-based solution designed for your facility, delivering a safe and positive future by supporting financial, health, and overall well-being.

### WE BELIEVE IN...



#### INDUSTRY INNOVATION

We believe in redefining food and commissary services solutions that set the bar for valuable outcomes.



#### PROACTIVE PARTNERSHIP

We continually identify opportunities to improve facility programs and processes that support long-term success.



#### DIGNIFIED DIFFERENCE

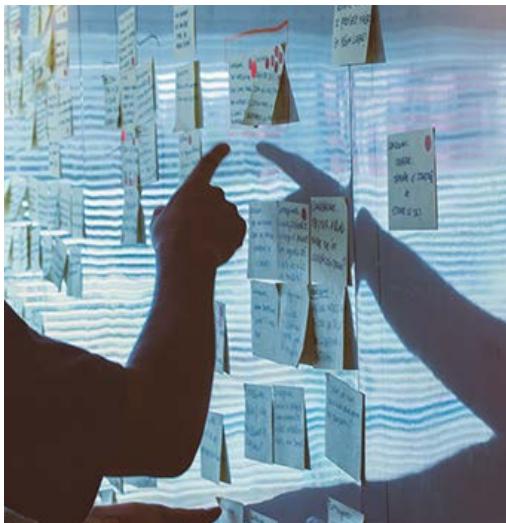
We consider the best interests of all stakeholders to create positive, healthy change.

## HOW WE ARE DIFFERENT



### INSIGHTS-DRIVEN APPROACH

We advance innovation and continual improvement processes—working toward positive industry improvements.



### FULLY-CONNECTED STRATEGIES

For a partnership rooted in collaboration, we connect the right resources and comprehensive in-house teams. Our strategy goes beyond a single line of service, which ensures consistency every day.



### QUALITY-ENHANCED VALUE

Improving the experience for all stakeholders, we identify opportunities to elevate service from product sourcing and management to staff training and inmate programs by presenting valuable, successful solutions.



## OUR MISSION

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Because We're Rooted in Service,  
We Do Great Things for Our People, Our  
Partners, Our Communities, and Our Planet.

## OUR VALUES

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We Do Everything with Integrity.  
We Deliver on Our Commitments.  
We Respect Diversity and Appreciate Differences.  
We're Passionate About Everything We Do.

# CORRECTIONS BY THE NUMBERS

**263** MUNICIPAL & COUNTY FACILITIES SERVED

45+ YEARS IN THE CORRECTIONS INDUSTRY



**9 DOCS** SERVED

**18 JUVENILE**  
FACILITIES SERVED

**7** MEALS ON WHEELS & **22** HALFWAY HOUSES

## FOOD SERVICE



prepare nearly  
**300 million**  
meals annually

serve **2,000**  
EMPLOYEES ANNUALLY

**FULLY**  
ACA COMPLIANT

**4.75M** STAFF MEALS  
SERVED ANNUALLY



**195+** ACCOUNTS WITH STAFF DINING

## COMMISSARY

— SERVE —  
**5 MILLION**  
COMMISSARY ORDERS A YEAR

**\$1.2** MILLION iCARE E-COMMERCE ORDERS A YEAR

**\$168M** RETAILER WITH **100+** COMMISSARY LOCATIONS IN THE U.S.

# SERVICE CAPABILITIES

As a company serving 5.2 million meals in over 450 facilities across the country each week, our vast experience providing facilities and food services to inmates just like yours enables us to support your unique needs. Combined with our commitment to quality, the ability of our people to drive innovative solutions positions us as a leading facilities and food service provider.



! **We serve  
nearly 300 million  
meals a year to  
315,000 inmates.**

## FOOD SERVICE

We are the national leader in correctional food service to state, county, municipal, private prisons, and juvenile facilities.

**Our customizable program solutions address your individual facility's needs base on the following considerations:**

- Menu design, robust supply chain management, production, inventory, and compliance
- Proprietary software that manages cost, reduces waste, and analyzes food production
- Promotional food programs that encourage inmate positive behavior and maintain safety and security
- Staff programs that expand dining options boost morale and increase retention
- Branded product sourcing at competitive prices that increases client and/or inmate savings



! **We serve 1.2 million  
iCare e-commerce  
orders per year.**

## COMMISSARY

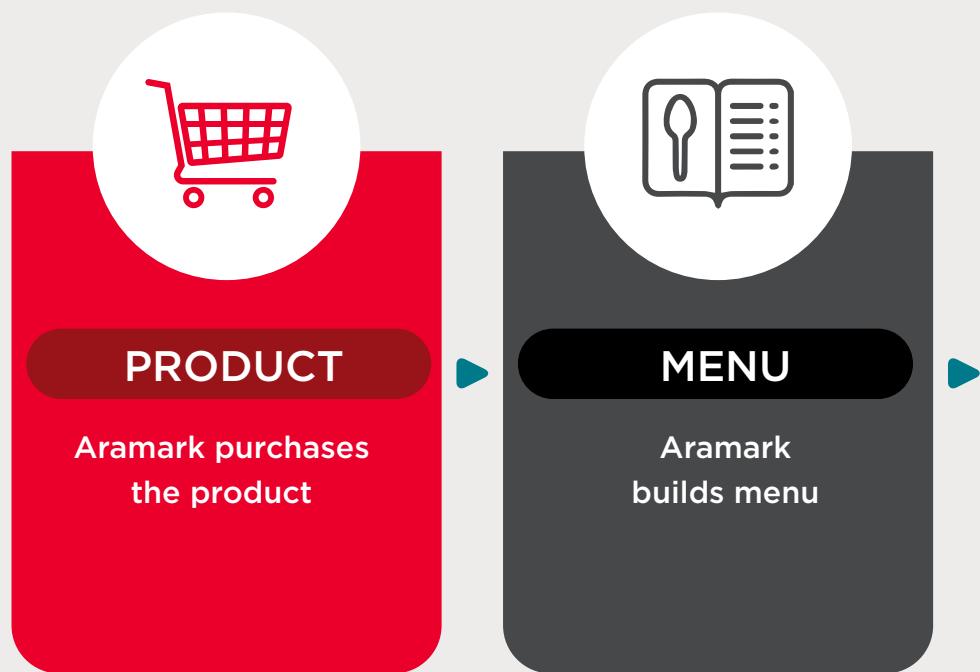
Commissary operates as an arm of Aramark's retail business. With this unique perspective, our sophisticated retail programs have proven sales growth by double-digits for multiple consecutive years. We are the only commissary provider with a retail approach of treating inmates like consumers, which increases revenue.

**Similar to food service, our solutions are tailored to your facility and reflect the following considerations:**

- Real-time insights from our client dashboard, surveys, and focus groups ensure the right products are always available.
- Branded product sourcing at competitive prices increases client and/or inmate savings.
- Integrated technology and software provides a seamless experience from tracking orders to program management.
- Year-round promotions and mobile commissary drive excitement, ease the transition, and boost morale.
- On-site or local warehouses provide faster product fulfillment and resolution.

# FULL SERVICE

Aramark's full-service solution encompasses managing all food service operations, delivering a safe and positive experience for **Monterey County**. We provide product purchasing, menu building, kitchen management, labor management, and an expert corrections team, including dietitians, with proprietary technology to track and analyze metrics for optimal production.



## OFFICER DINING

Correctional officer recruitment, retention, and morale is a major concern of corrections administrators. We understand the immense challenges your employees face every day. To help offset some of the stress on your officers and staff, we developed a suite of staff dining solutions featuring menus with attractive products and healthier-for-you options.

Our health and wellness platform enables their well-being, and value-added programs bring even more choices to your officers and staff, keeping them engaged and delighted, positively impacting retention.





## INMATE PROGRAMS

Retail programming is proven to be an effective tool in managing inmate behavior and boosting morale. That's why Aramark has a comprehensive suite of retail solutions to provide inmates with a true consumer experience within the facility and offer them training and skills to earn employment once released.

